

DISCOVERY

R E S E A R C H G R O U P

Survey of West Valley City Residents

2009

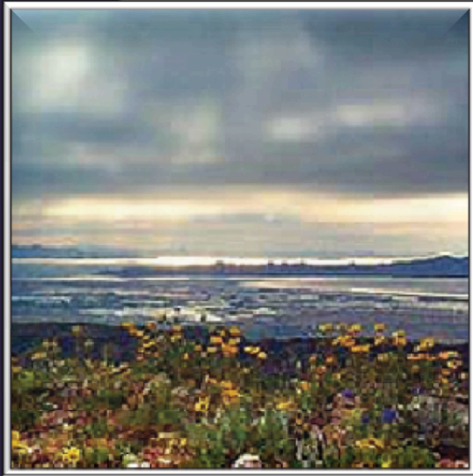
Executive Summary & Report

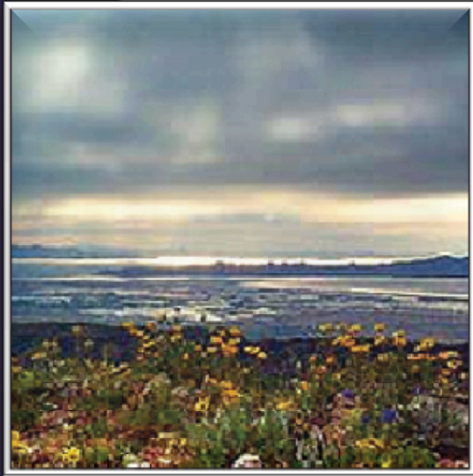


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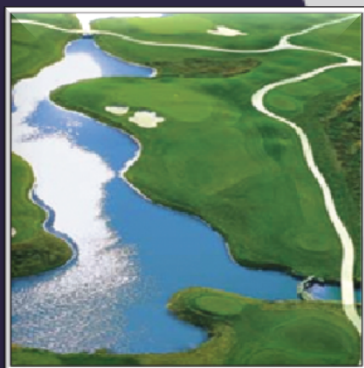
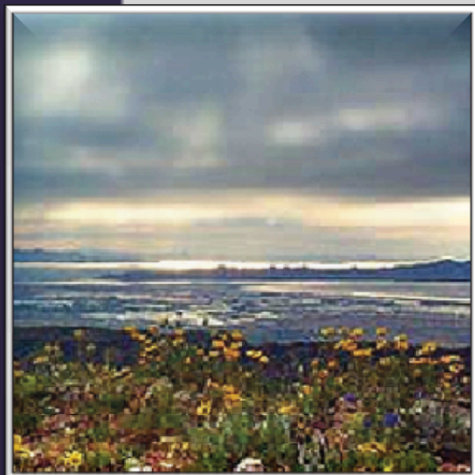
Experience





Research Objectives

Present and historical trends
of residents perception of West
Valley City's departments,
resources, and services



Research Procedures

Language: English and Spanish

Sample Universe: 1) WVC Residents
2) Age 18+

Sample: 526 interviews

Margin of Error: $\pm 4.3\%$

Question 1:

First of all, I
need to
verify that
you are a
resident of
West Valley.

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Yes 100%

Satisfaction with West Valley City



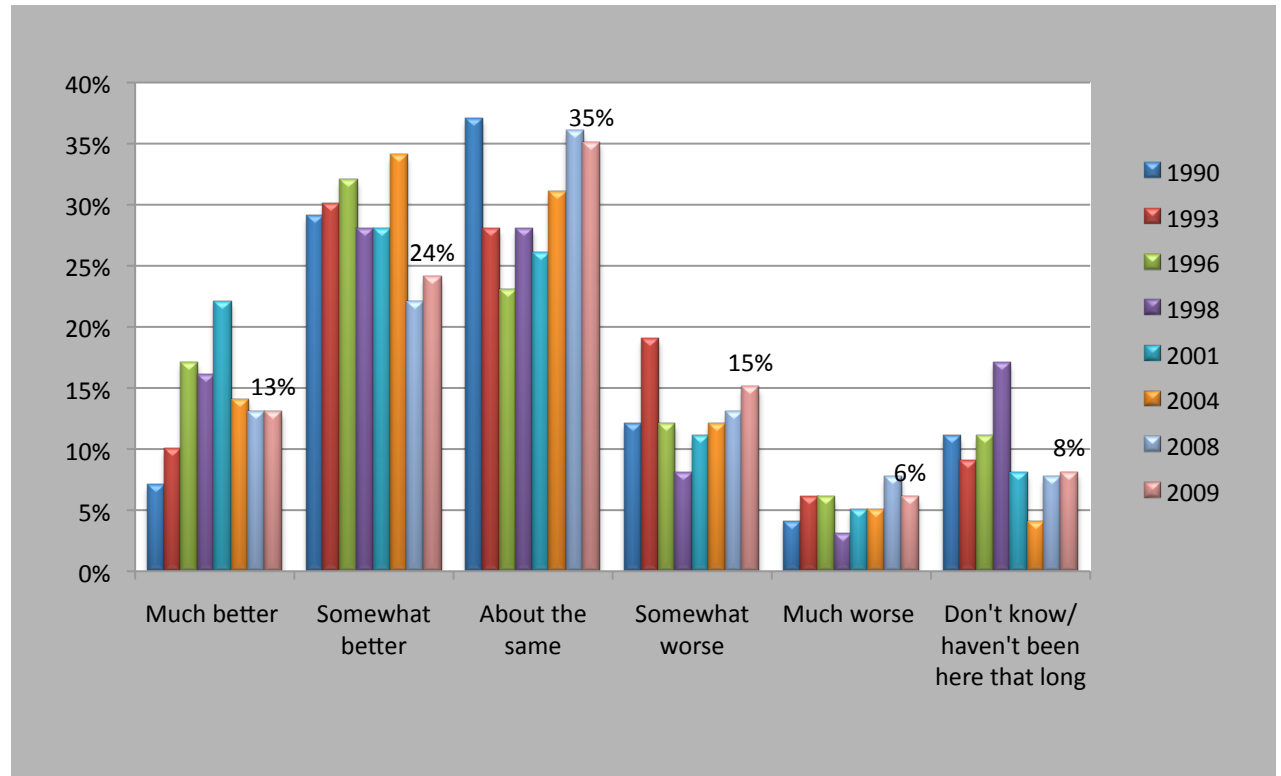
Question 2:

How would
you rate
West Valley
City today
compared
to five years
ago?

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	1990	1993	1996	1998	2001	2004	2008	2009
Much better	7%	10%	17%	16%	22%	14%	13%	13%
Somewhat better	29%	30%	32%	28%	28%	34%	22%	24%
About the same	37%	28%	23%	28%	26%	31%	36%	35%
Somewhat worse	12%	19%	12%	8%	11%	12%	13%	15%
Much worse	4%	6%	6%	3%	5%	5%	8%	6%
Don't know/haven't been here that long	11%	9%	11%	17%	8%	4%	8%	8%



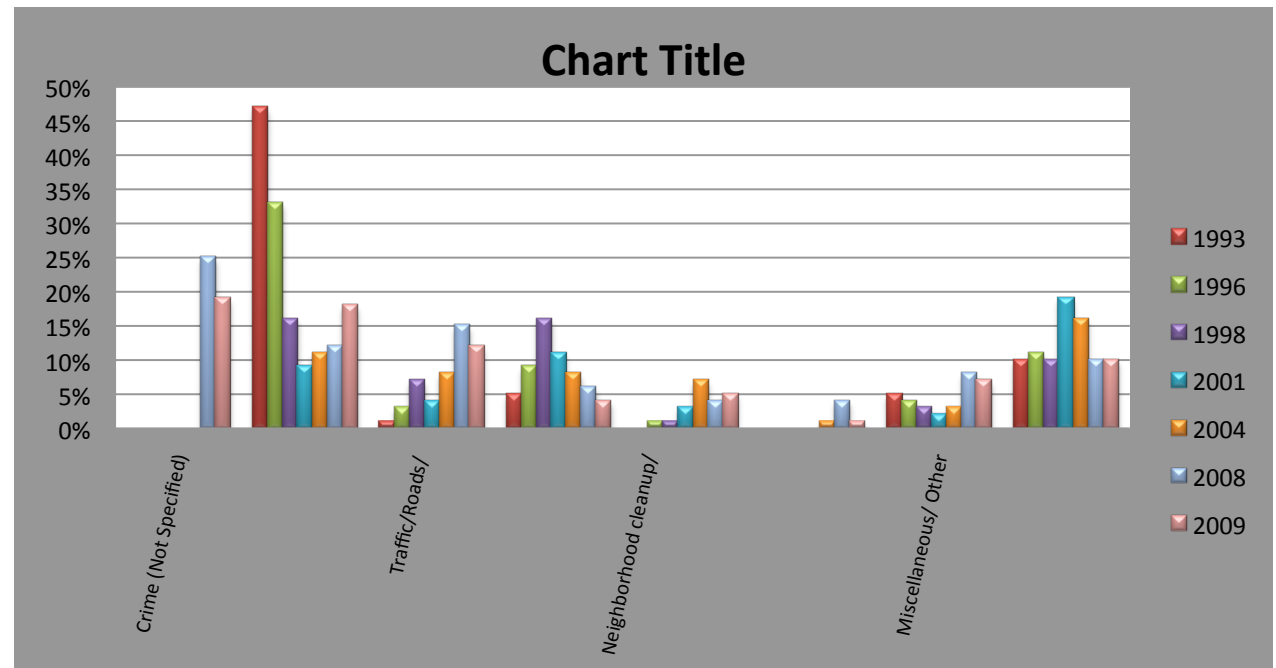
Question 3:

What would
you
consider to
be the most
important
issue facing
West Valley
City today?

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RESEARCH GROUP

	1990	1993	1996	1998	2001	2004	2008	2009
Crime (Not Specified)							25%	19%
Gangs		47%	33%	16%	9%	11%	12%	16%
Traffic/Roads/ Transportation		1%	3%	7%	4%	8%	15%	12%
Population issues/growth		5%	9%	16%	11%	8%	6%	4%
Neighborhood cleanup/ clean up streets and houses/ building maintenance			1%	1%	3%	7%	4%	5%
Economic developments/ Economy/ Revitalized Downtown/ more businesses						1%	4%	1%
Miscellaneous/Other		5%	4%	3%	2%	3%	8%	7%
Don't Know	10%	11%	10%	10%	19%	16%	10%	10%



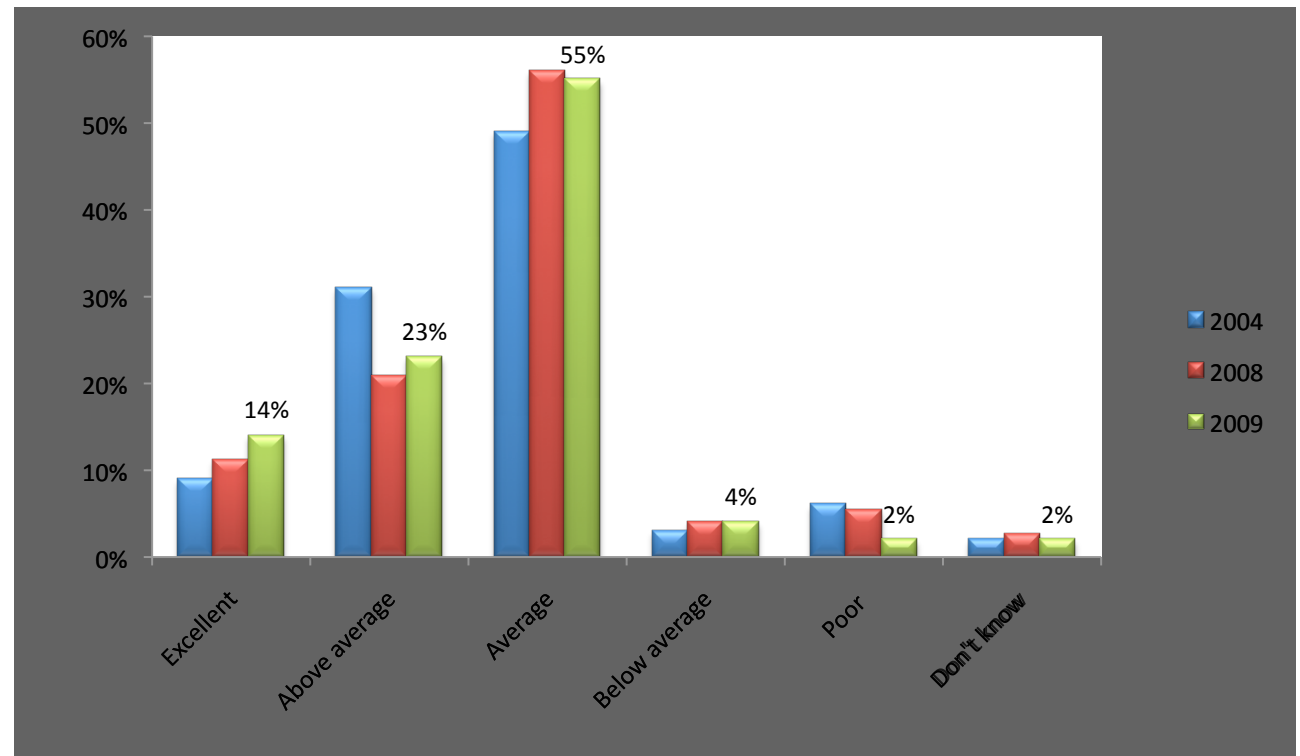
Question 4:

How would you rate the overall level of service provided to you by West Valley City?

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	2004	2008	2009
Excellent	9%	11%	14%
Above average	31%	21%	23%
Average	49%	56%	55%
Below average	3%	4%	4%
Poor	6%	5%	2%
Don't know	2%	3%	2%



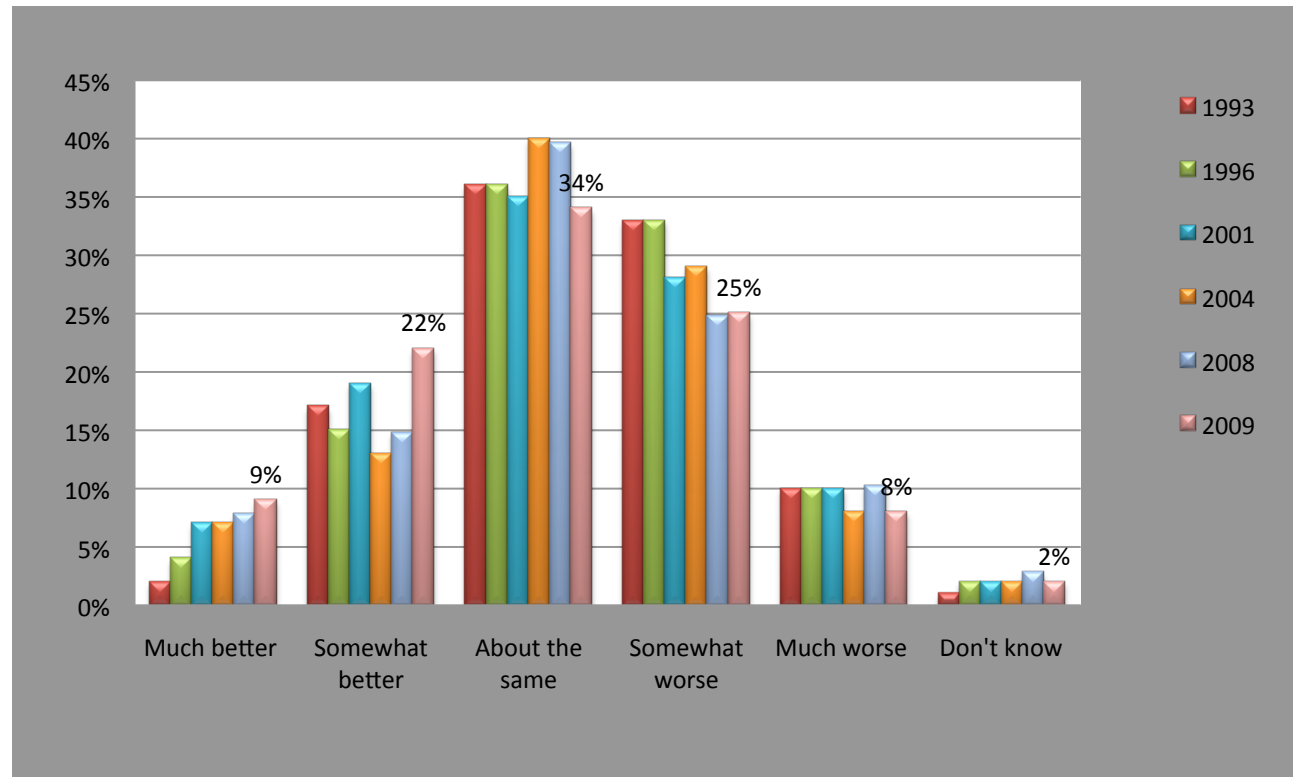
Question 5:

In your opinion, how would you rank West Valley City's public image compared to other cities?

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	1990	1993	1996	1998	2001	2004	2008	2009
Much better	N/A	2%	4%	N/A	7%	7%	8%	9%
Somewhat better		17%	15%		19%	13%	15%	22%
About the same		36%	36%		35%	40%	40%	34%
Somewhat worse		33%	33%		28%	29%	25%	25%
Much worse		10%	10%		10%	8%	10%	8%
Don't know		1%	2%		2%	2%	3%	2%



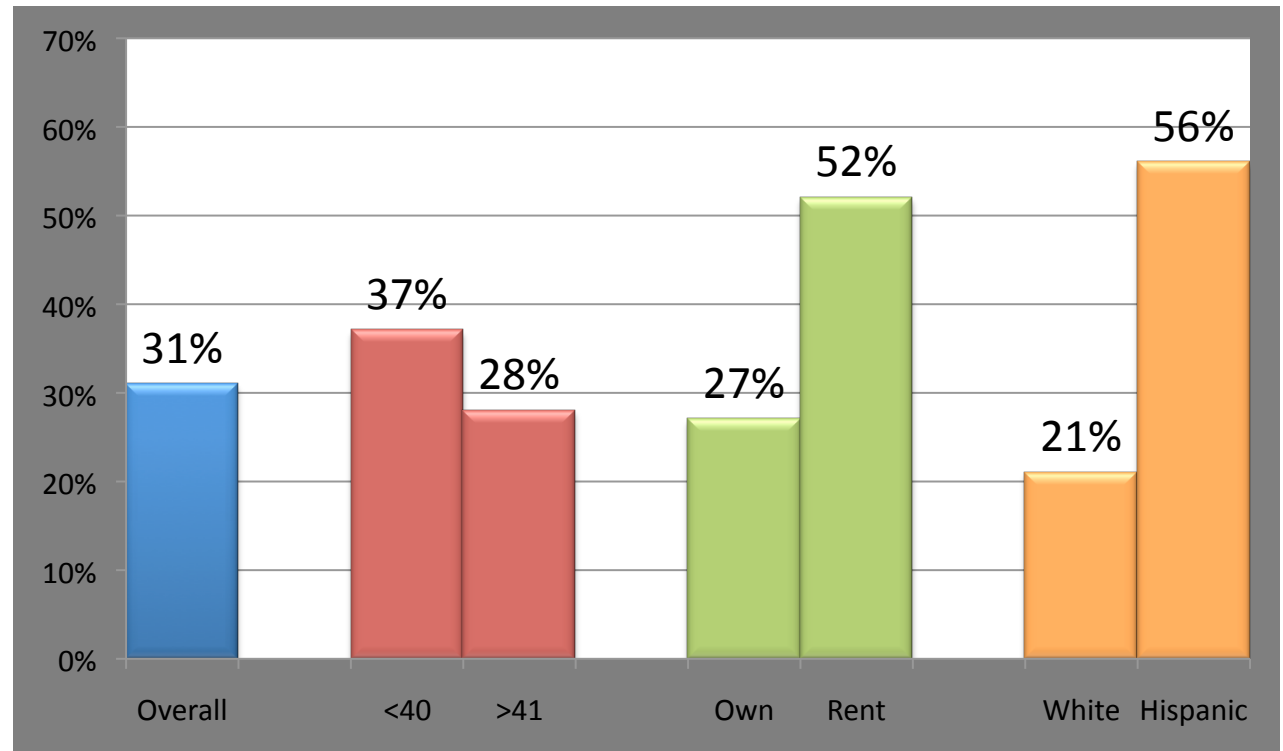
Question 5:

In your opinion, how would you rank West Valley City's public image compared to other cities?

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2009	Overall	Age		Housing		Race/Ethnicity	
		<40	>41	Own	Rent	White	Hispanic
TOP 2 NET (Better)	31%	37%	28%	27%	52%	21%	56%



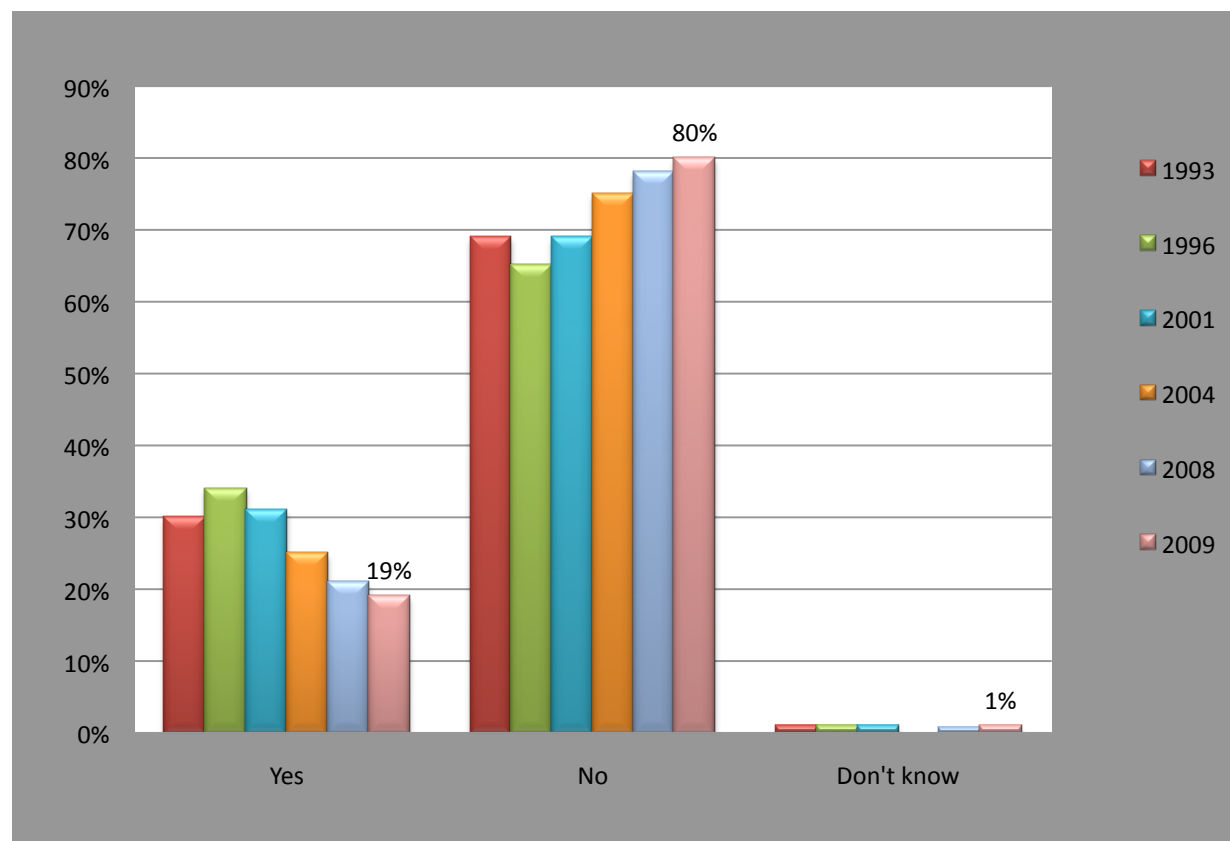
Question 6:

During the
past three
months
have you
contacted
West Valley
City for any
reason?

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RESEARCH GROUP

	1990	1993	1996	1998	2001	2004	2008	2009
Yes	N/A	30%	34%	N/A	31%	25%	21%	19%
No		69%	65%		69%	75%	78%	80%
Don't know		1%	1%		1%	0%	1%	1%



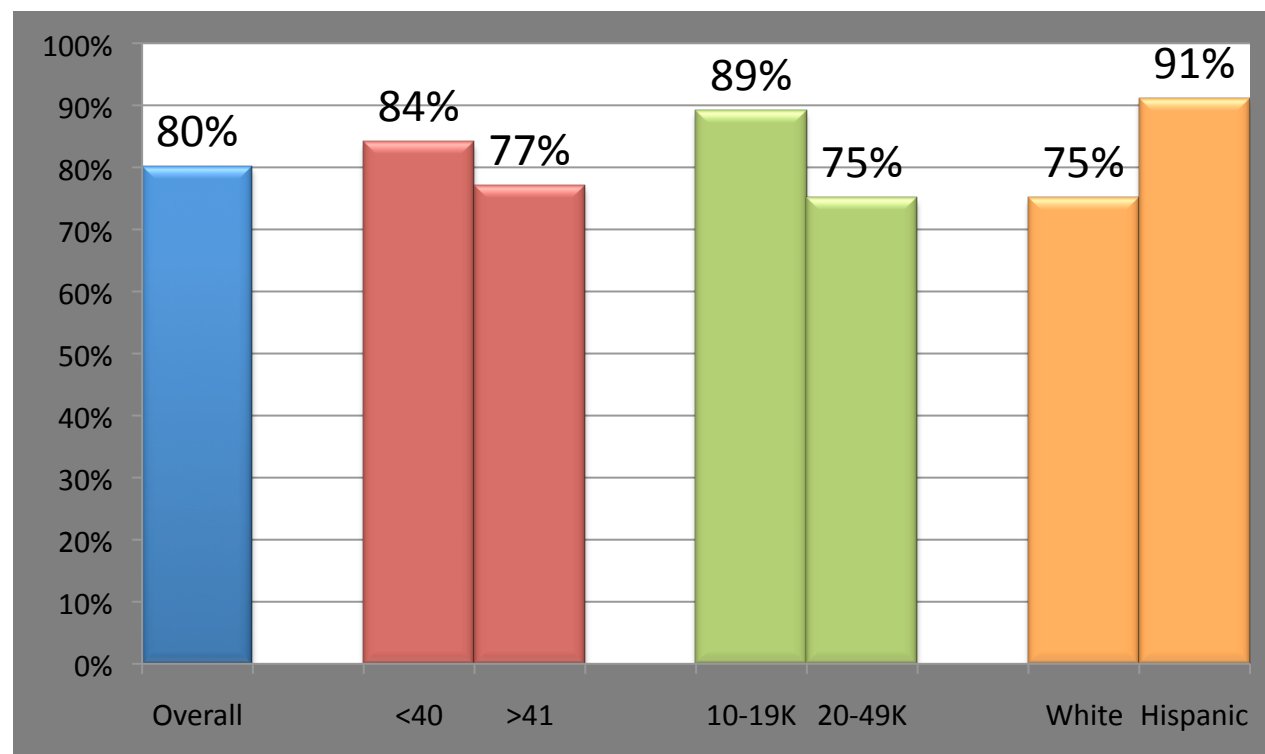
Question 6:

During the past three months have you contacted West Valley City for any reason?

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	Age				Income		Race/Ethnicity	
	2009	Overall	<40	>41	10-19K	20-49K	White	Hispanic
No		80%	84%	77%	89%	%	75%	91%



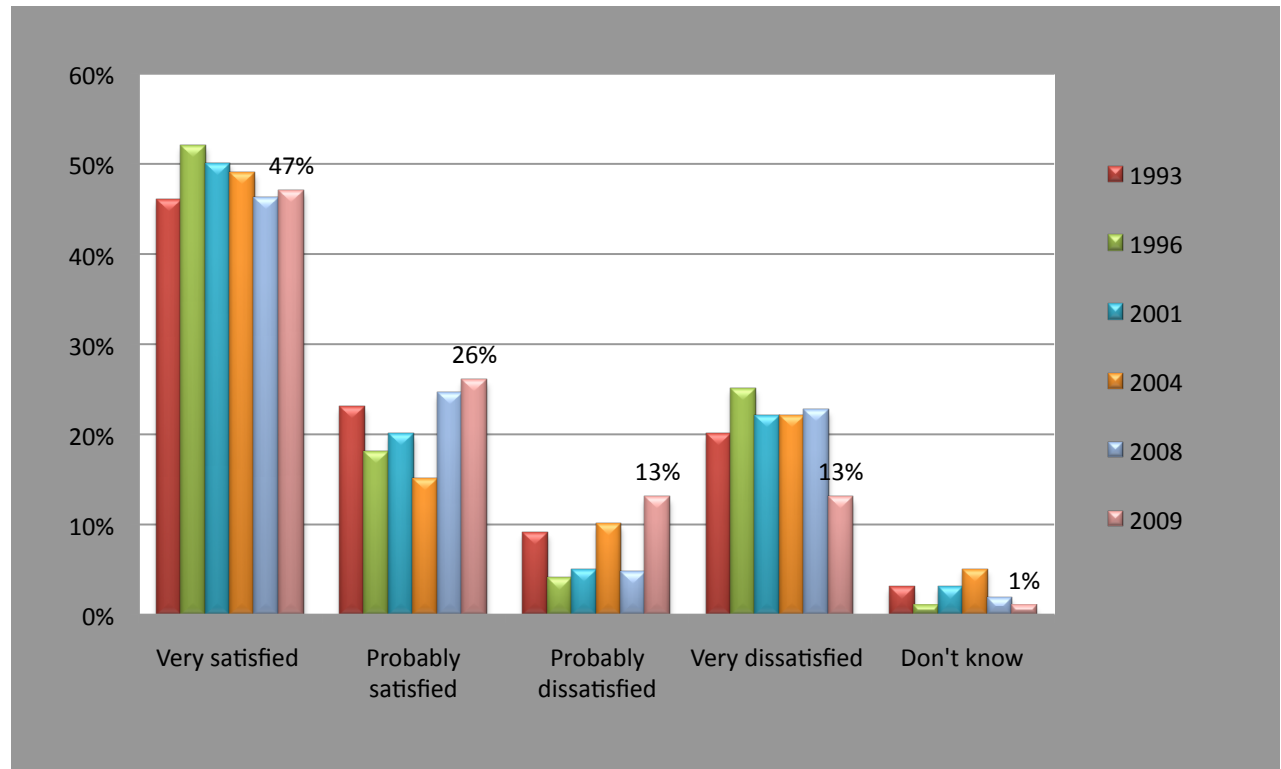
Question 7:

Were you
generally
satisfied or
dissatisfied
with the city's
response?

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HAVE CONTACTED WEST VALLEY CITY IN PAST 3 MONTHS	1990	1993: N=184	1996: N=168	1998	2001: N=123	2004: N=101	2008: N=106	2009: N=102
Very satisfied	N/A	46%	52%	N/A	50%	49%	46%	47%
Probably satisfied		23%	18%		20%	15%	25%	26%
Probably dissatisfied		9%	4%		5%	10%	5%	13%
Very dissatisfied		20%	25%		22%	22%	23%	13%
Don't know		3%	1%		3%	5%	2%	1%



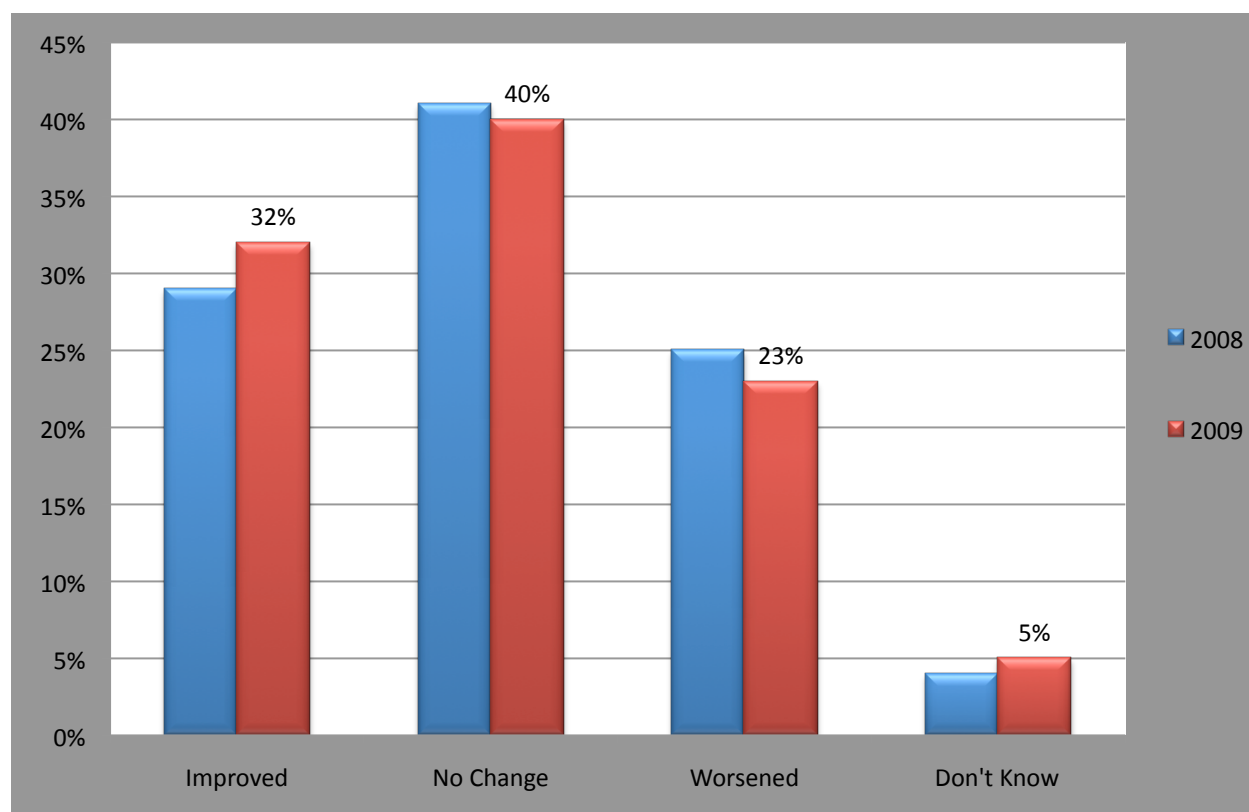
Question 8:

In the past five
years, has the
overall condition
and
appearance of
your
neighborhood...

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	2008	2009
Improved	29%	32%
No Change	41%	40%
Worsened	25%	23%
Don't Know	4%	5%

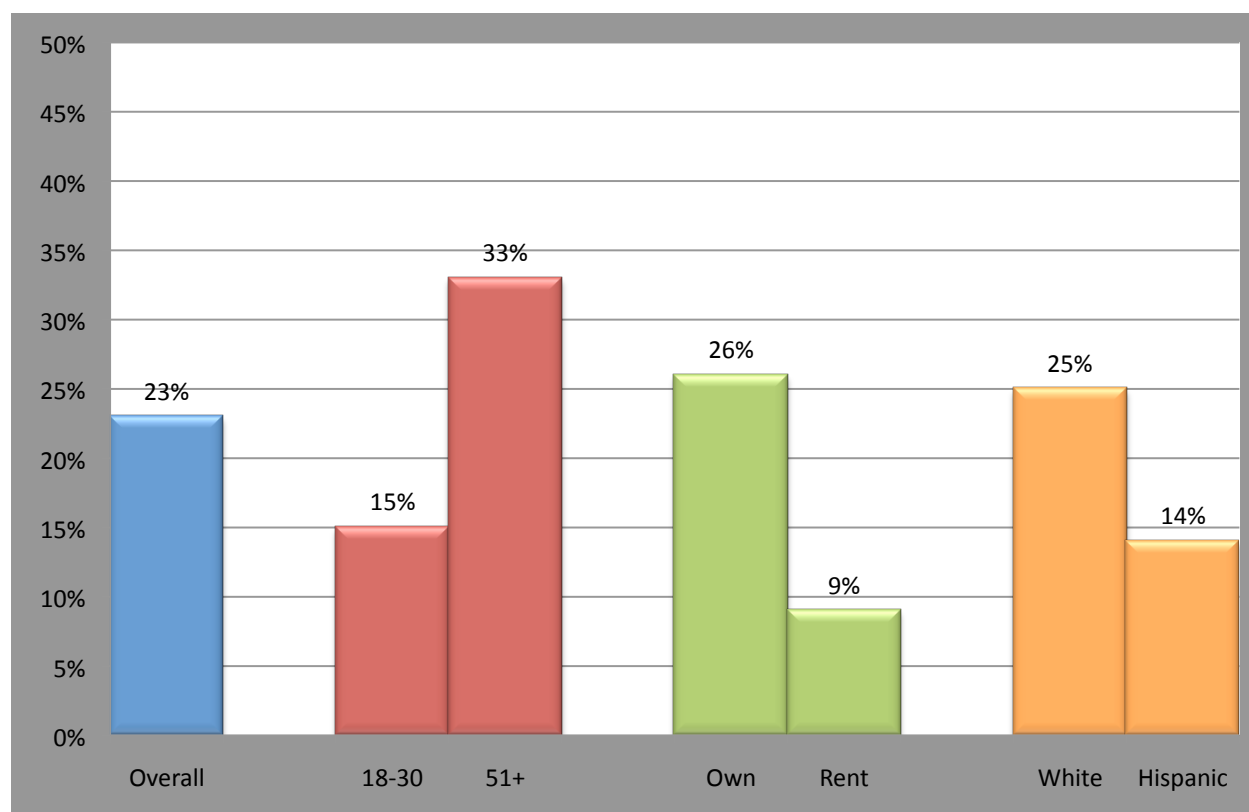


Question 8:

In the past five years, has the overall condition and appearance of your neighborhood...

DISCOVERY RESEARCH GROUP

		Age		Housing		Race/Ethnicity	
2009	Overall	18-30	51+	Own	Rent	White	Hispanic
Worsened	23%	15%	33%	26%	9%	25%	14%



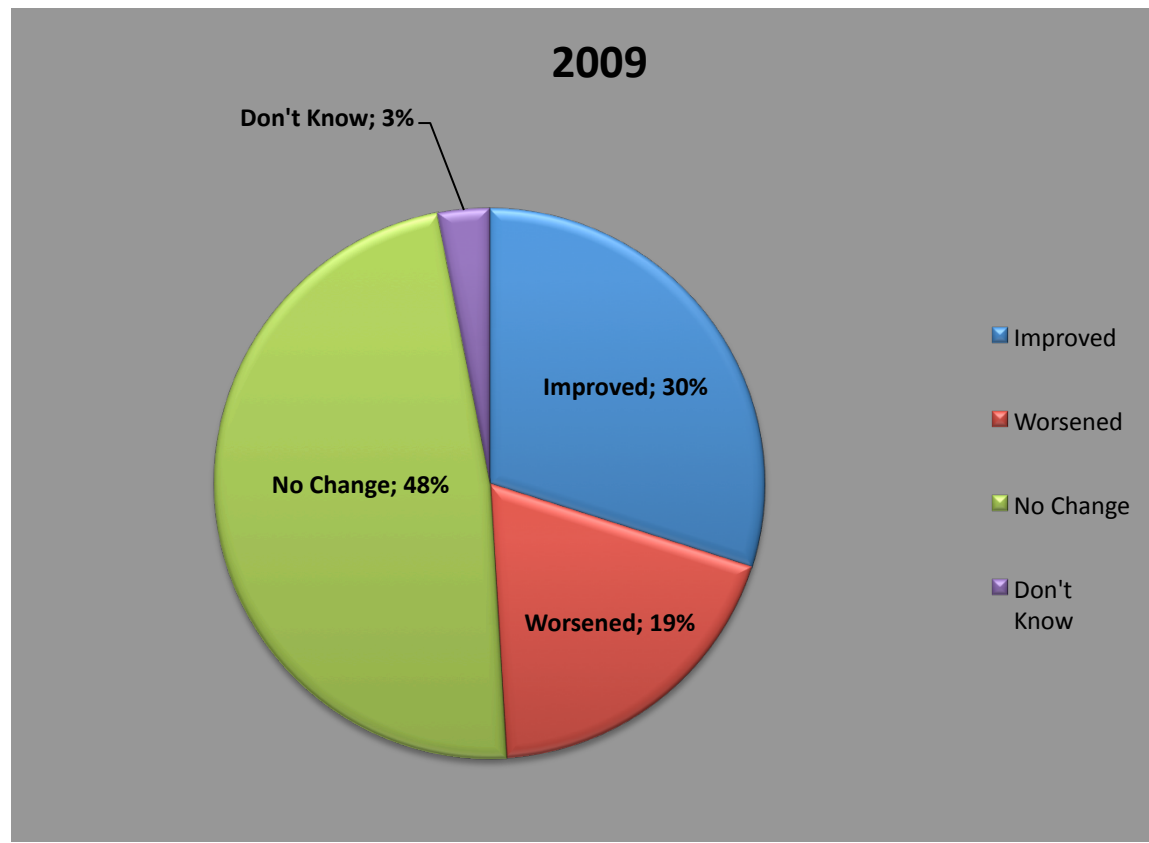
Question 8a:

In the past two
years, has the
overall condition
and appearance
of your
neighborhood...

DISCOVERY

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	2009
Improved	30%
No Change	48%
Worsened	19%
Don't Know	3%



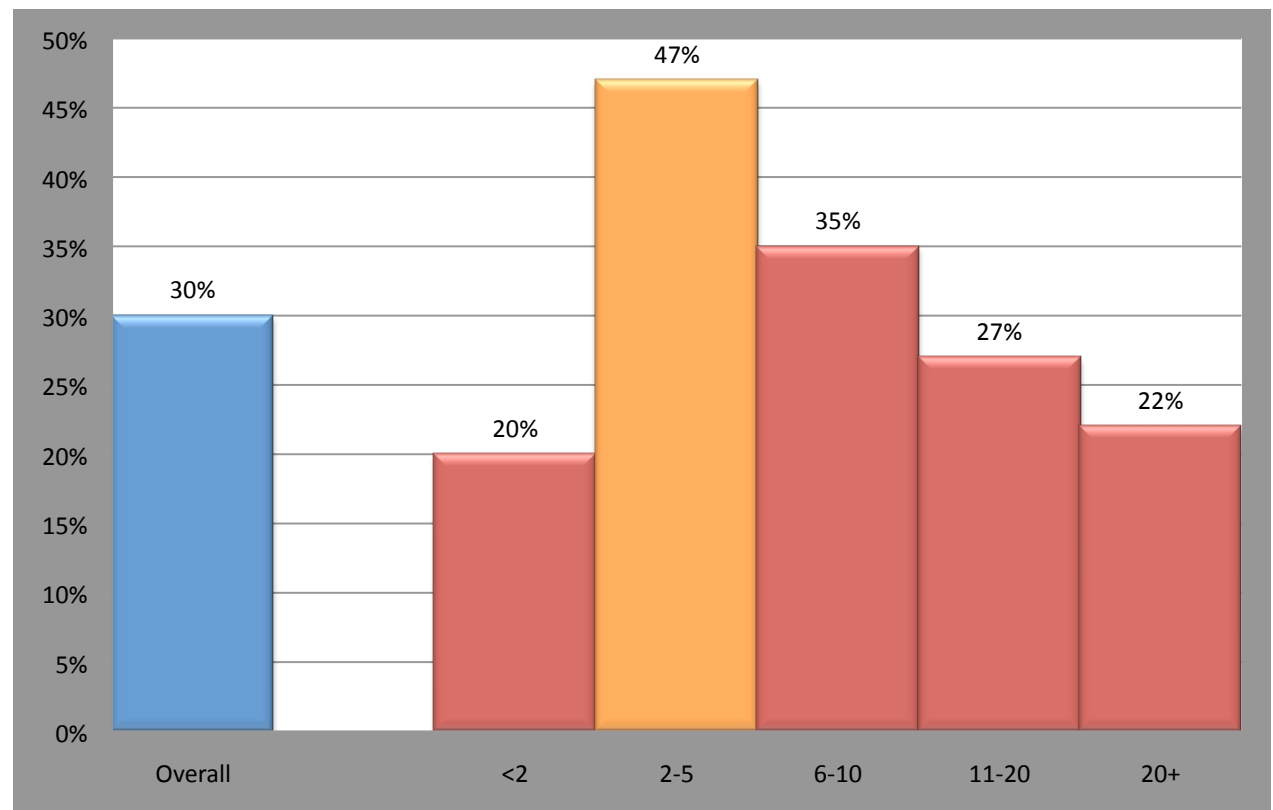
Question 8a:

In the past two
years, has the
overall condition
and
appearance of
your
neighborhood...

DISCOVERY

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Length of Residence (Yrs)						
2009	Overall	2-5	<2	6-10	11-20	20+
Improved	30%	47%	20%	35%	27%	22%



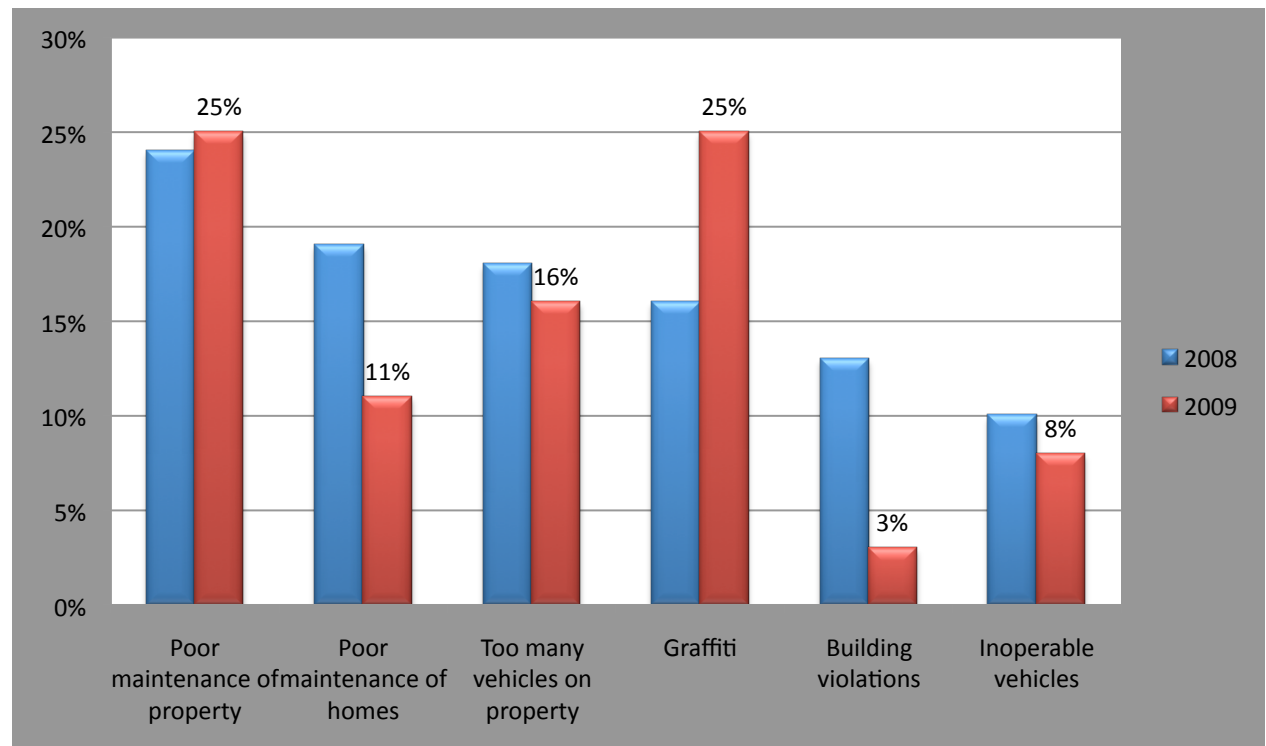
Question 9a:

Neighborhoods frequently have properties that violate city ordinances. Please rank the following violations from 1 – 3 in order of importance: Which is first?

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	2008	2009
Poor maintenance of property	24%	25%
Poor maintenance of homes	19%	11%
Too many vehicles on property	18%	16%
Graffiti	16%	25%
Building violations	13%	3%
Inoperable vehicles	10%	8%



Question 9b:

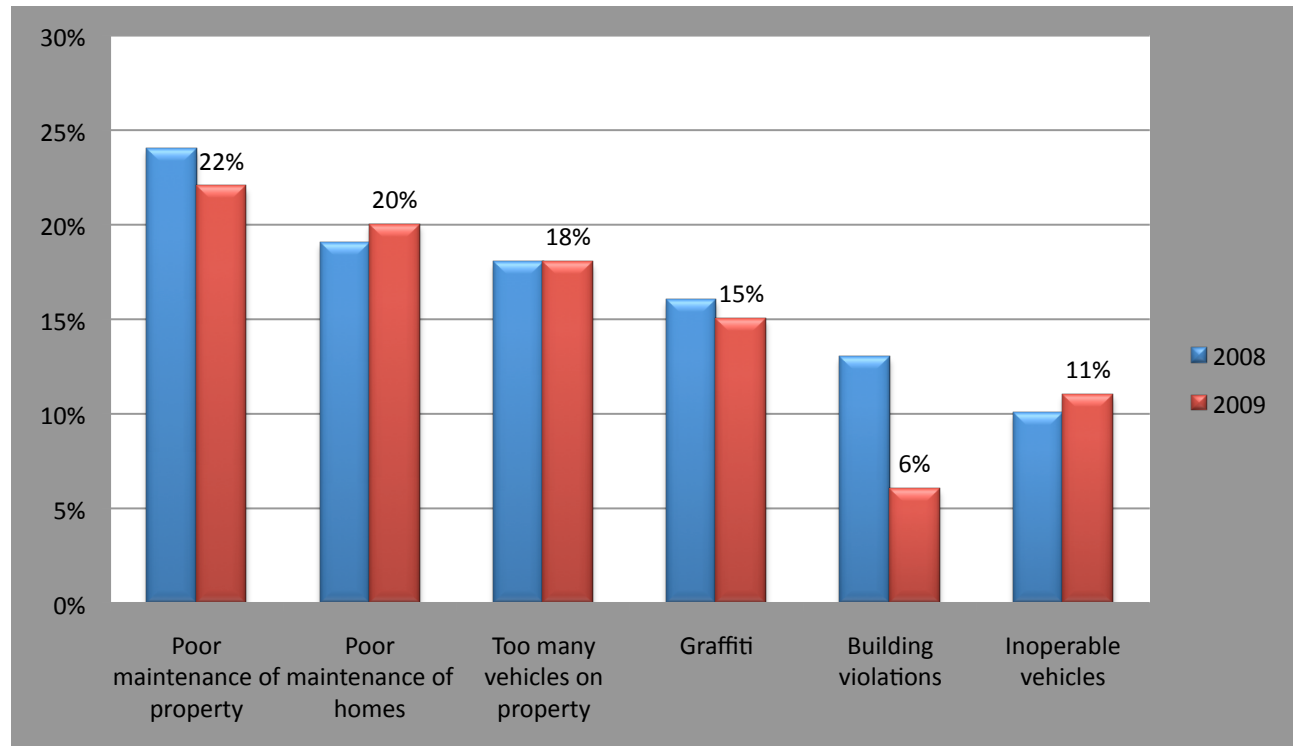
Neighborhoods
frequently
have properties
that violate city
ordinances...

Which is
second?

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	2008	2009
Poor maintenance of property	24%	22%
Poor maintenance of homes	19%	20%
Too many vehicles on property	18%	18%
Graffiti	16%	15%
Building violations	13%	6%
Inoperable vehicles	10%	11%

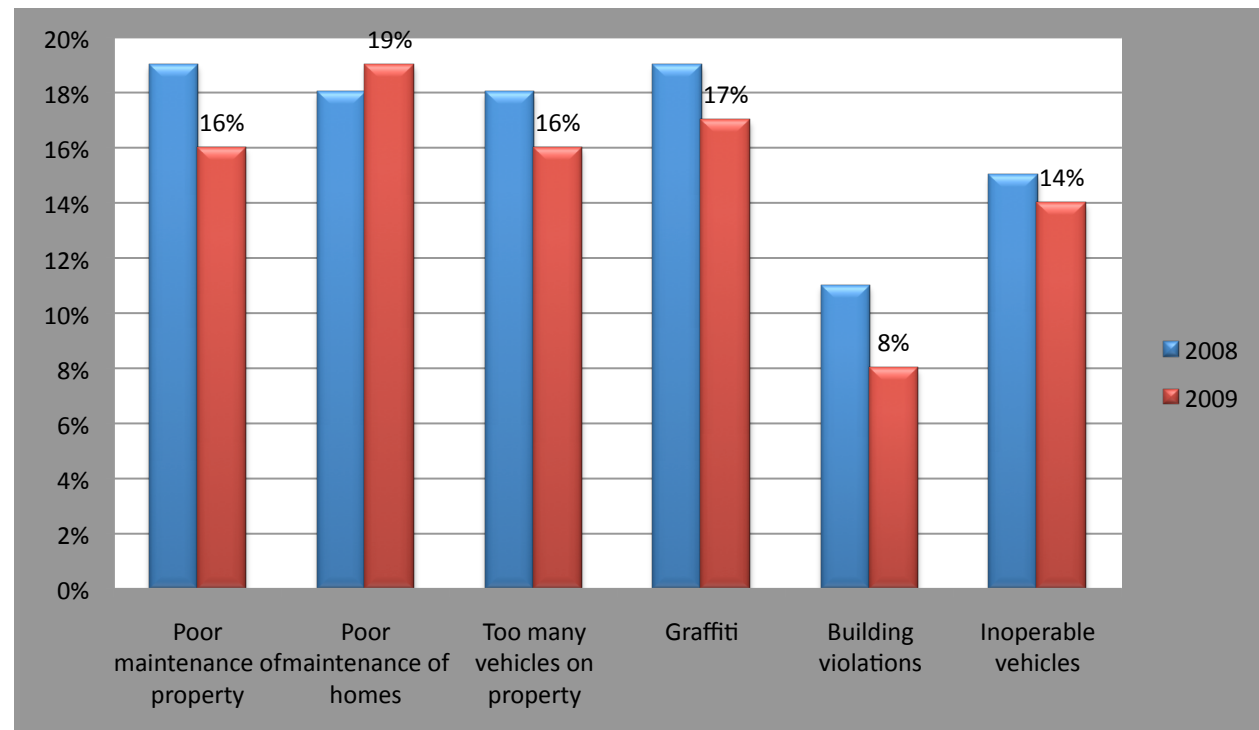


Question 9c:

Neighborhoods frequently have properties that violate city ordinances... Which is third?

DISCOVERY RESEARCH GROUP

	2008	2009
Poor maintenance of property	19%	16%
Poor maintenance of homes	18%	19%
Too many vehicles on property	18%	16%
Graffiti	19%	17%
Building violations	11%	8%
Inoperable vehicles	15%	14%



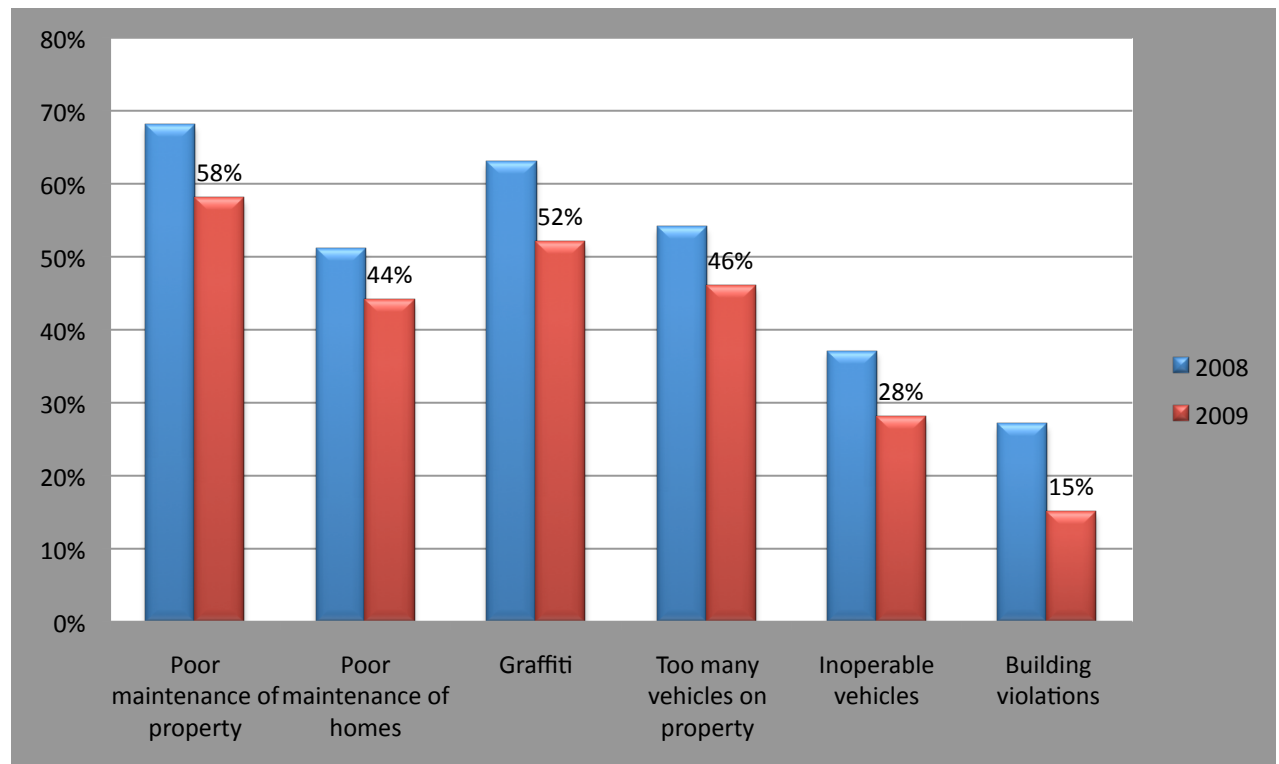
Question 9a-

c:

Neighborhoods
frequently
have properties
that violate city
ordinances...
SUMMARY OF
IMPORTANCE

DISCOVERY RESEARCH GROUP

	2008	2009
Poor maintenance of property	68%	58%
Poor maintenance of homes	51%	44%
Graffiti	63%	52%
Too many vehicles on property	54%	46%
Inoperable vehicles	37%	28%
Building violations	27%	15%



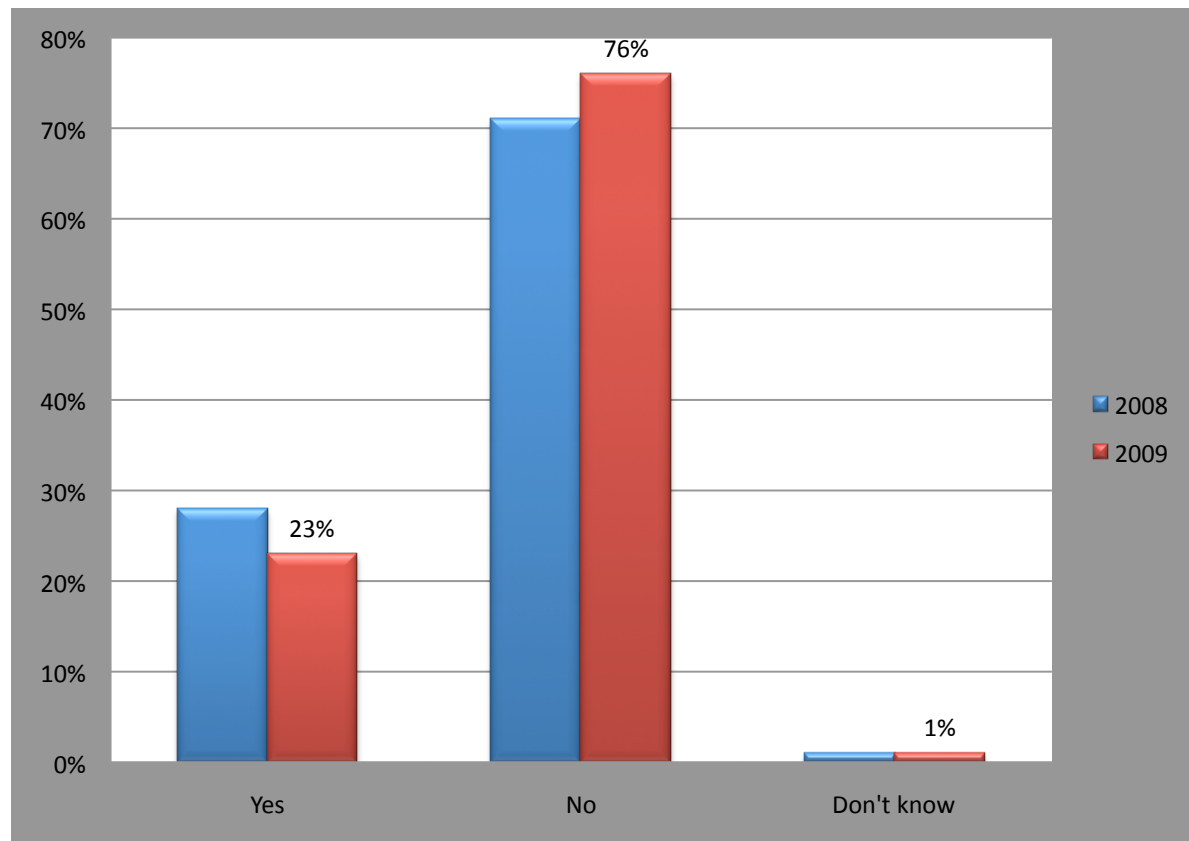
Question 10:

Have you
ever called
the City to
report any
of the
previous
problems?

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	2008	2009
Yes	28%	23%
No	71%	76%
Don't know	1%	1%



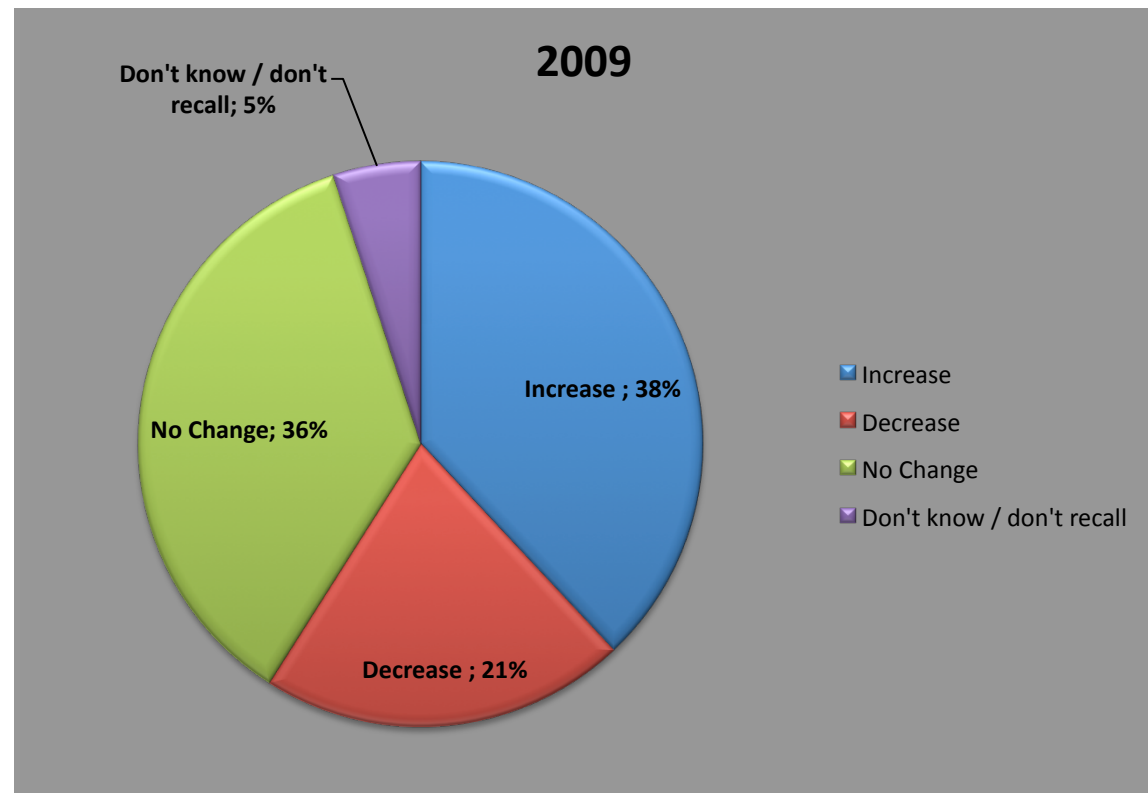
Question 11:

In the past
year have
you noticed
a change in
the amount
of graffiti in
West Valley
City?

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	2009
Increase	38%
Decrease	21%
No Change	36%
Don't know / don't recall	5%

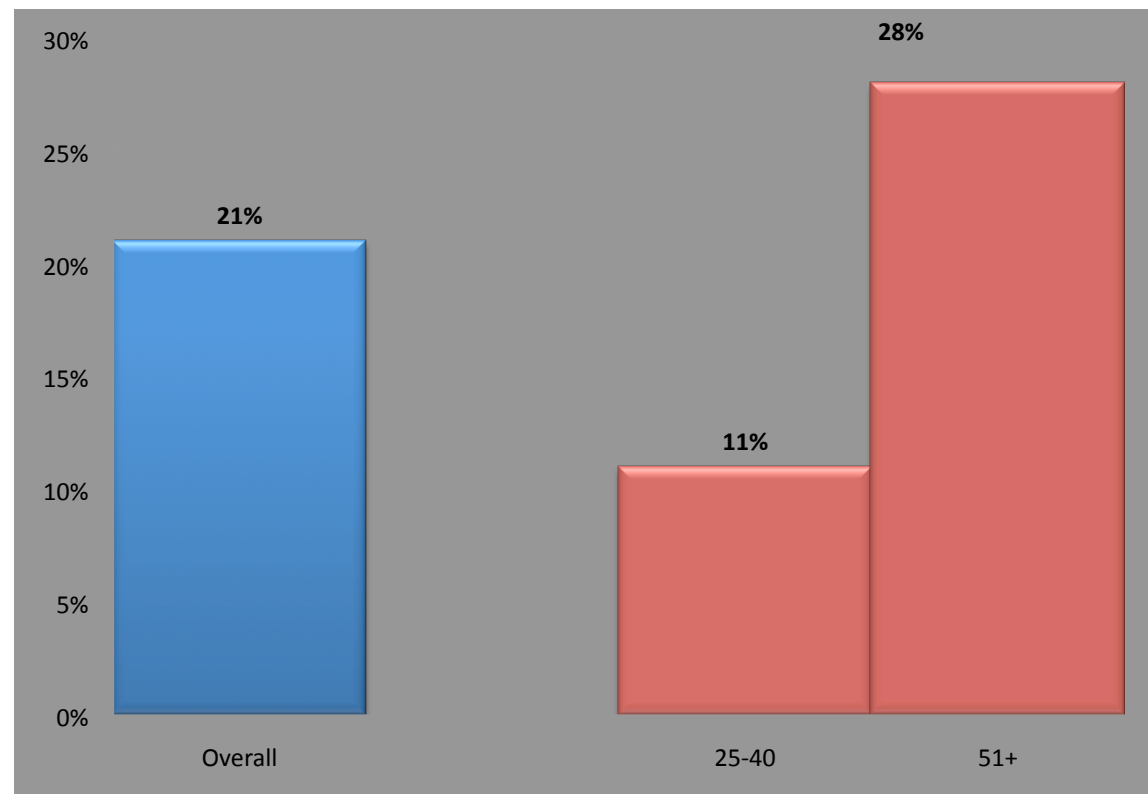


Question 11:

In the past
year have
you noticed
a change in
the amount
of graffiti in
West Valley
City?

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RESEARCH GROUP

	Age			
	2009	Overall	25-40	51+
Decrease		21%	11%	28%

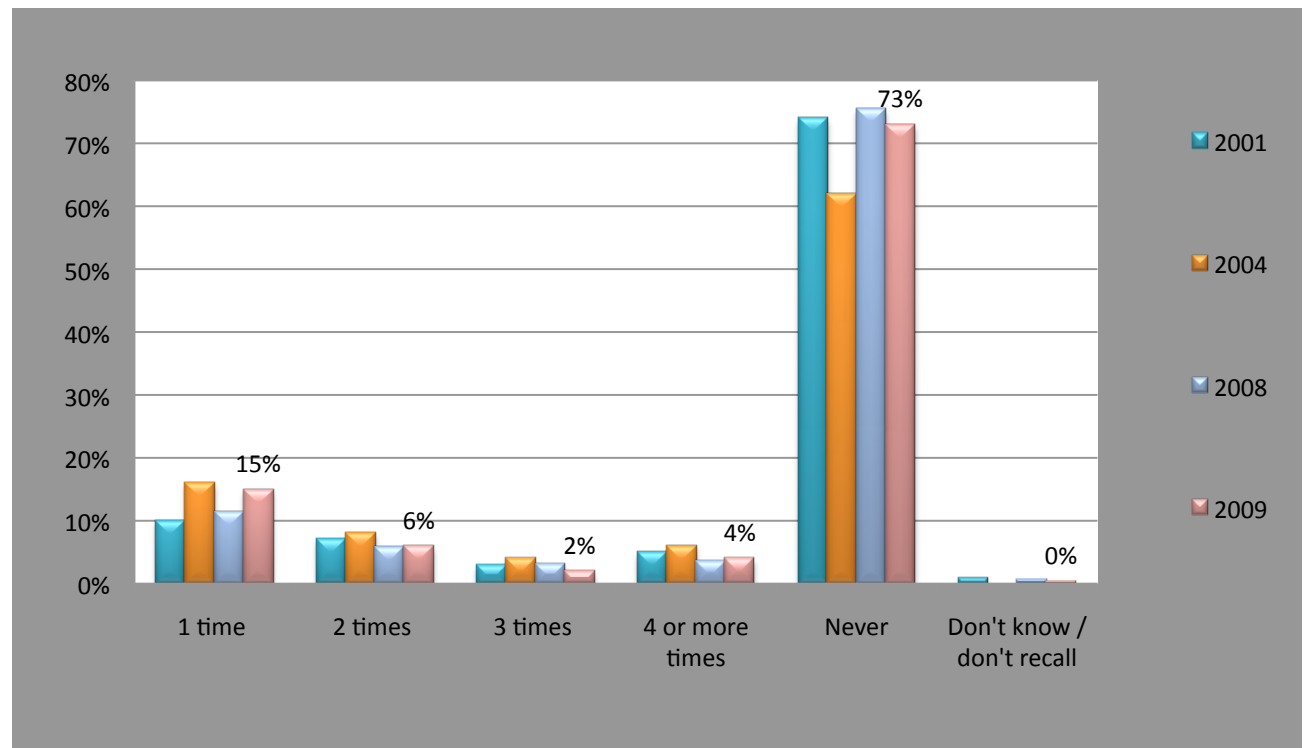


Question 12:

In the
past five
years, how
many times
have you
called for
animal
services
assistance?

DISCOVERY RESEARCH GROUP

	1990	1993	1996	1998	2001	2004	2008	2009
1 time	N/A	N/A	N/A	N/A	10%	16%	11%	15%
2 times					7%	8%	6%	6%
3 times					3%	4%	3%	2%
4 or more times					5%	6%	4%	4%
Never					74%	62%	75%	73%
Don't know / don't recall					1%	0%	1%	0%

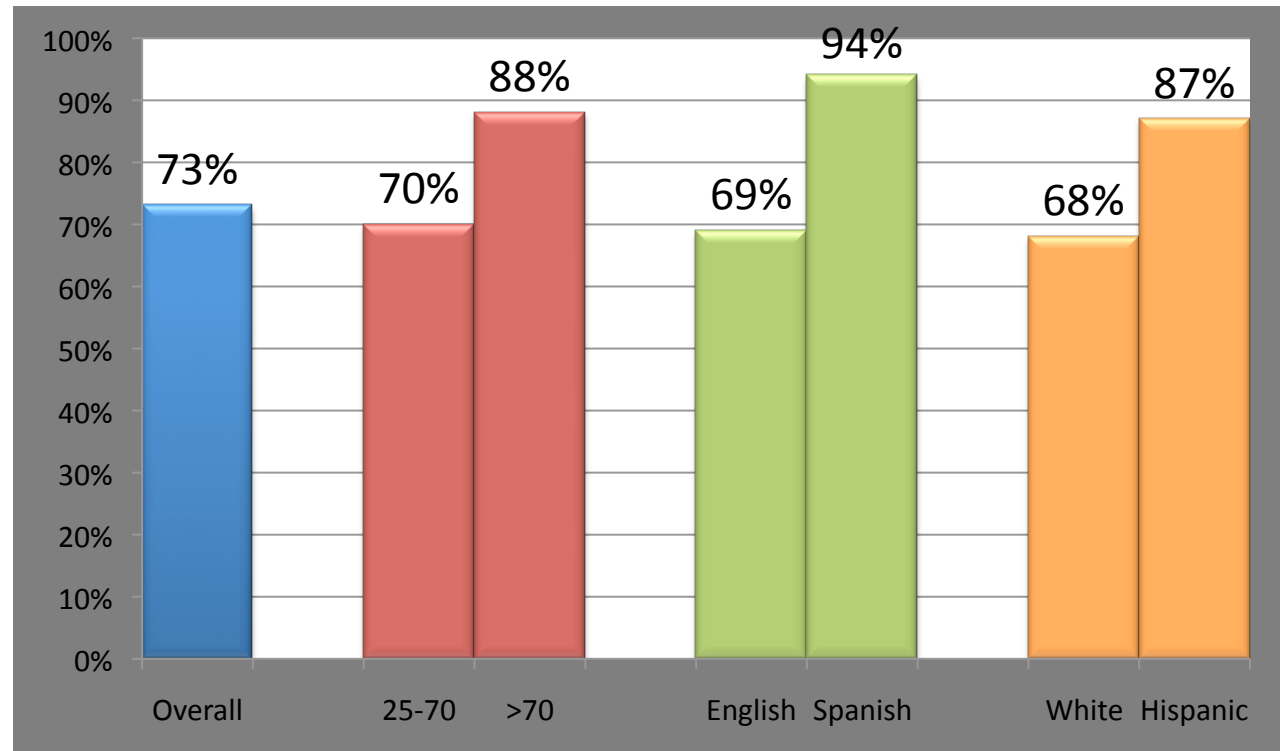


Question 12:

In the past five years, how many times have you called for animal services assistance?

DISCOVERY RESEARCH GROUP

	Age			Language		Race/Ethnicity	
2009	Overall	25-70	>70	English	Spanish	White	Hispanic
Never	73%	70%	88%	69%	94%	68%	87%

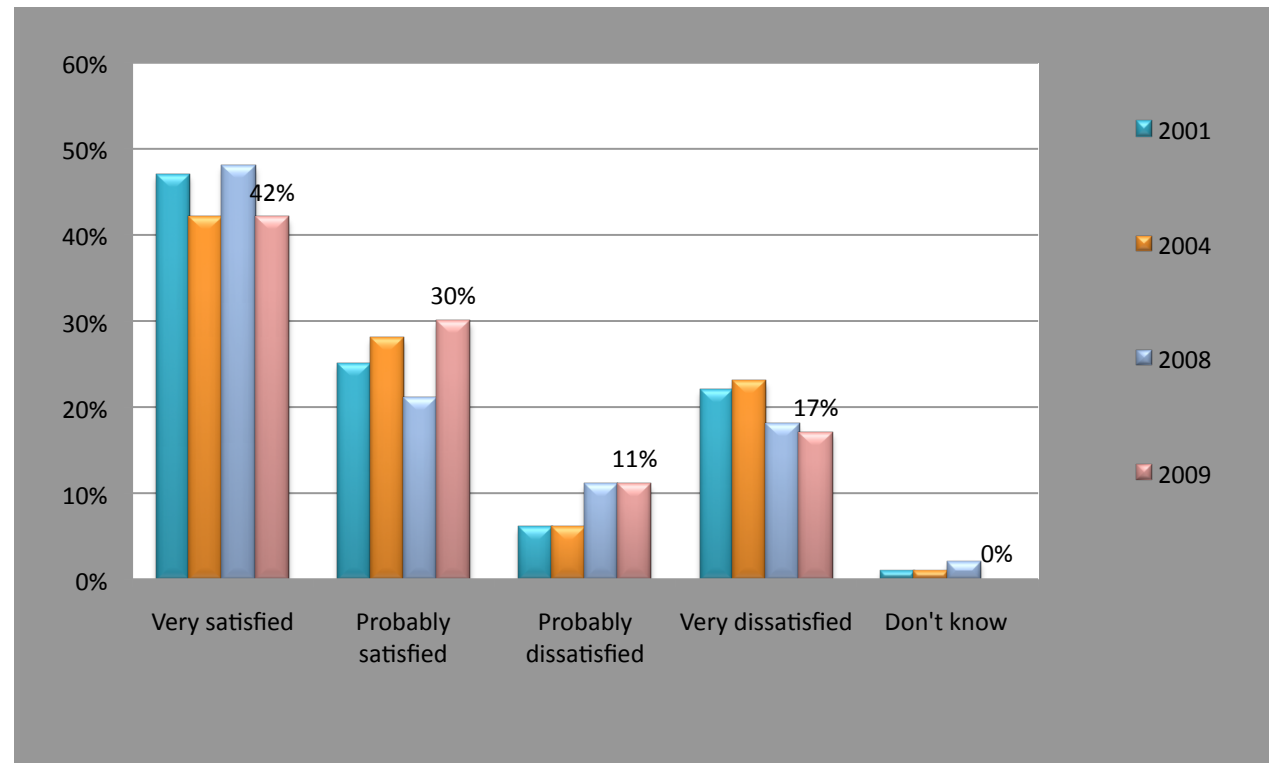


Question 13:

Were you
generally
satisfied or
dissatisfied
with the
service(s)
you
received?

DISCOVERY RESEARCH GROUP

HAVE CALLED FOR ANIMAL SERVICES ASSISTANCE	1990	1993	1996	1998	2001 n=102	2004 n=151	2008 n=102	2009 n=146
Very satisfied	N/A	N/A	N/A	N/A	47%	42%	48%	42%
Probably satisfied					25%	28%	21%	30%
Probably dissatisfied					6%	6%	11%	11%
Very dissatisfied					22%	23%	18%	17%
Don't know					1%	1%	2%	0%



City Parks

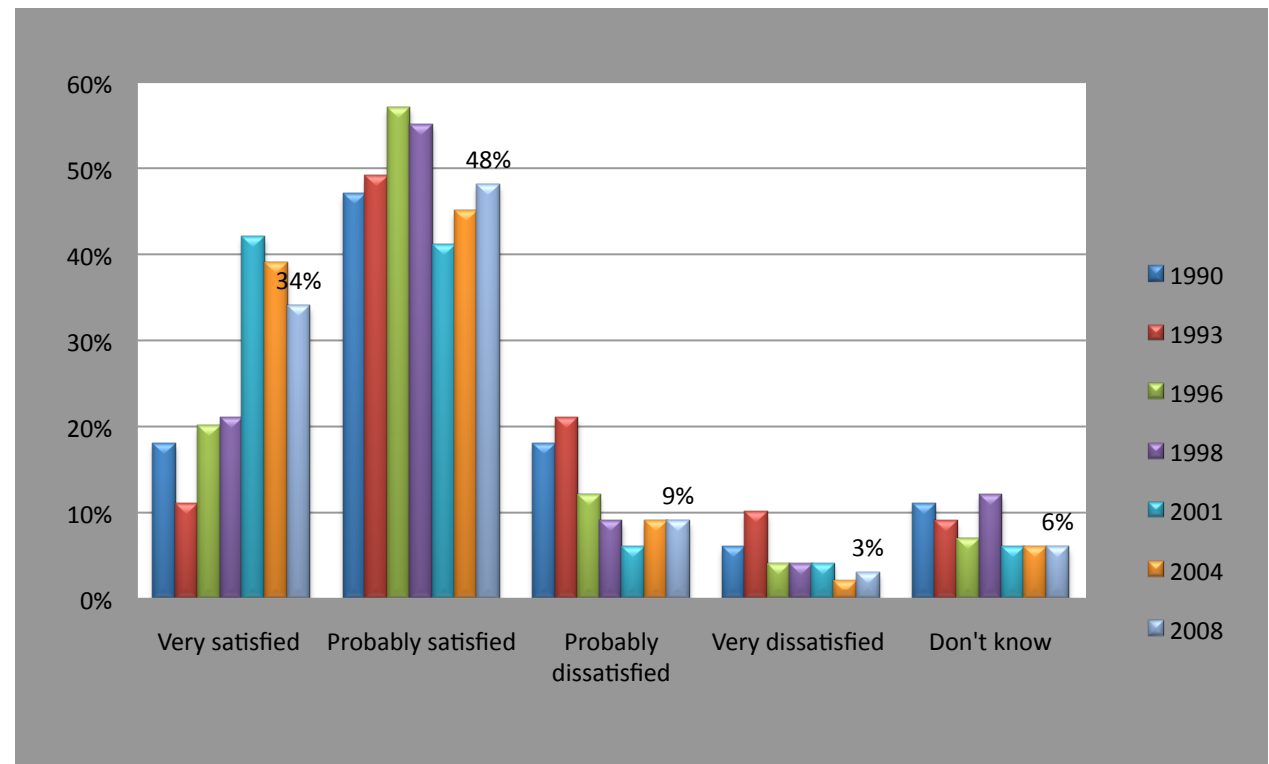


Question 14:

How
satisfied are
you with the
recreational
opportunities
available in
West Valley
City?

DISCOVERY RESEARCH GROUP

	1990	1993	1996	1998	2001	2004	2008	2009
Very satisfied	18%	11%	20%	21%	42%	39%	40%	34%
Probably satisfied	47%	49%	57%	55%	41%	45%	43%	49%
Probably dissatisfied	18%	21%	12%	9%	6%	9%	10%	9%
Very dissatisfied	6%	10%	4%	4%	4%	2%	3%	3%
Don't know	11%	9%	7%	12%	6%	6%	5%	6%

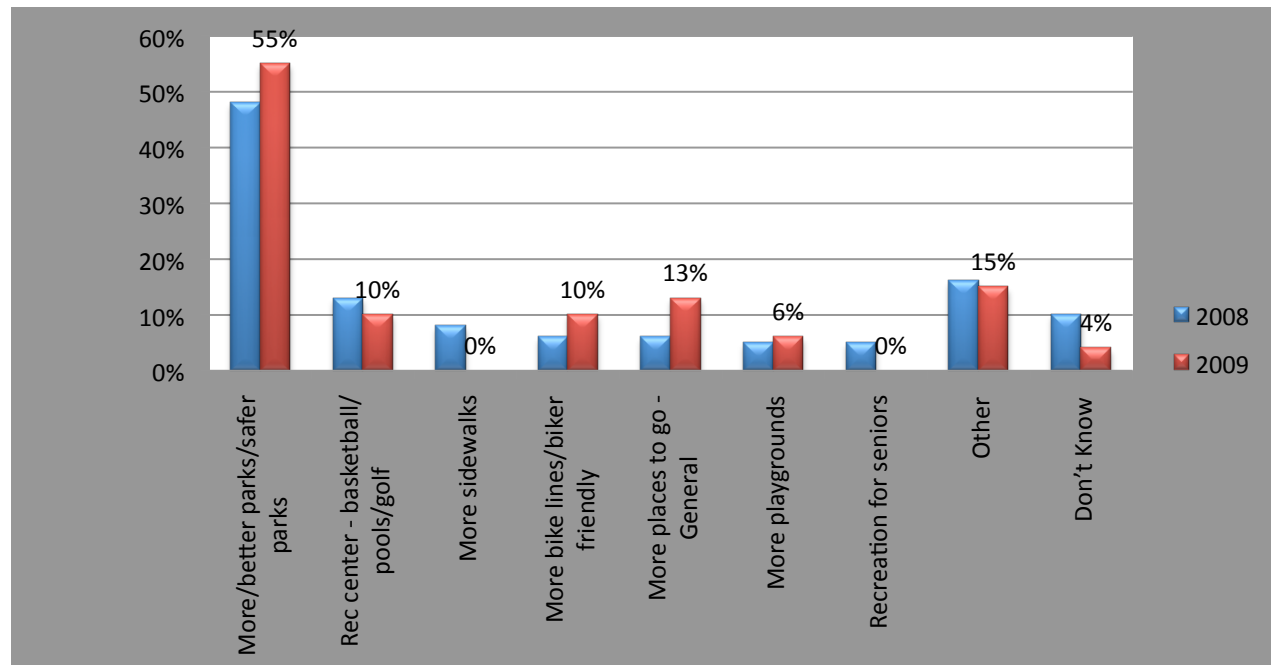


Question 15:

If
dissatisfied,
what
recreational
opportunities
are
lacking?

DISCOVERY RESEARCH GROUP

SOMEWHAT/VERY DISSATISFIED WITH RECREATIONAL OPPORTUNITIES	2008 N=62	2009 N=60
More/better parks/safer parks	48%	55%
Rec center - basketball/pools/golf	13%	10%
More sidewalks	8%	0%
More bike lines and trails/biker friendly	6%	10%
More places to go – General	6%	13%
More playgrounds	5%	6%
Recreation for seniors	5%	0%
Other	16%	15%
Don't Know	10%	4%



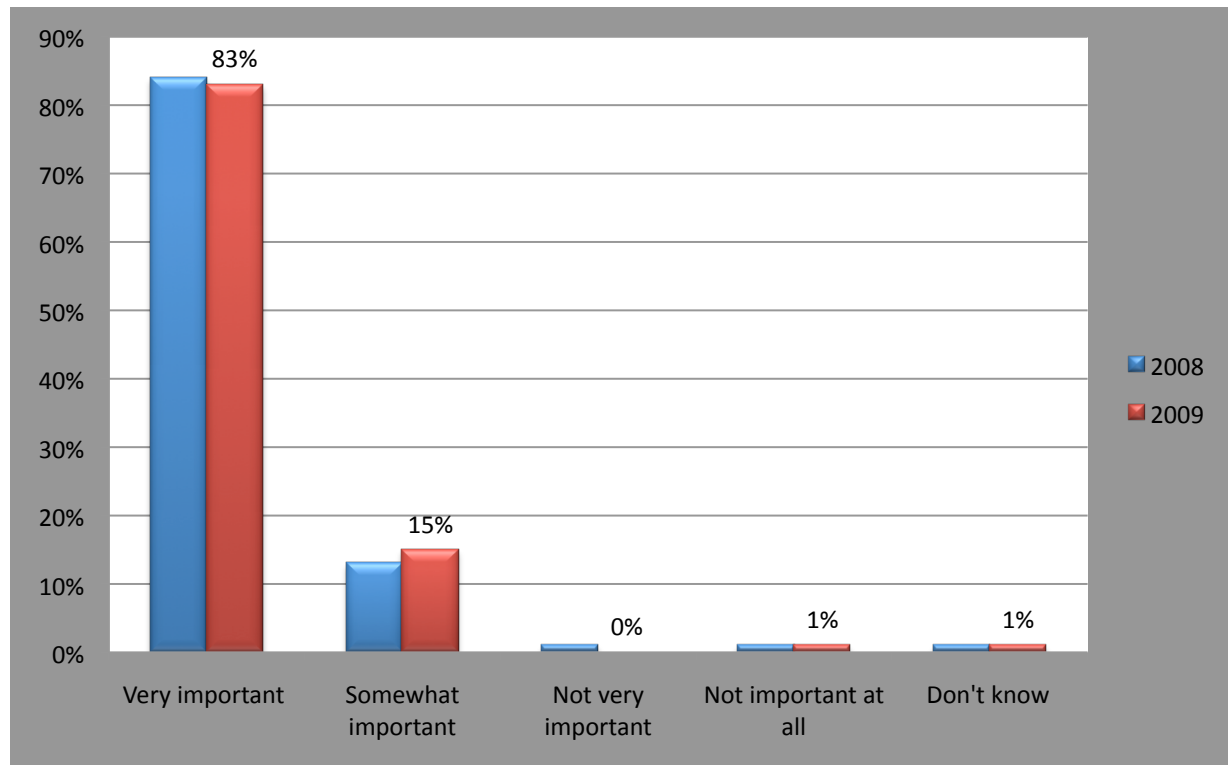
Question 16:

How
important is
it to have
parks and
open space
well
maintained?

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	2008	2009
Very important	84%	83%
Somewhat important	13%	15%
Not very important	1%	0%
Not important at all	1%	1%
Don't know	1%	1%

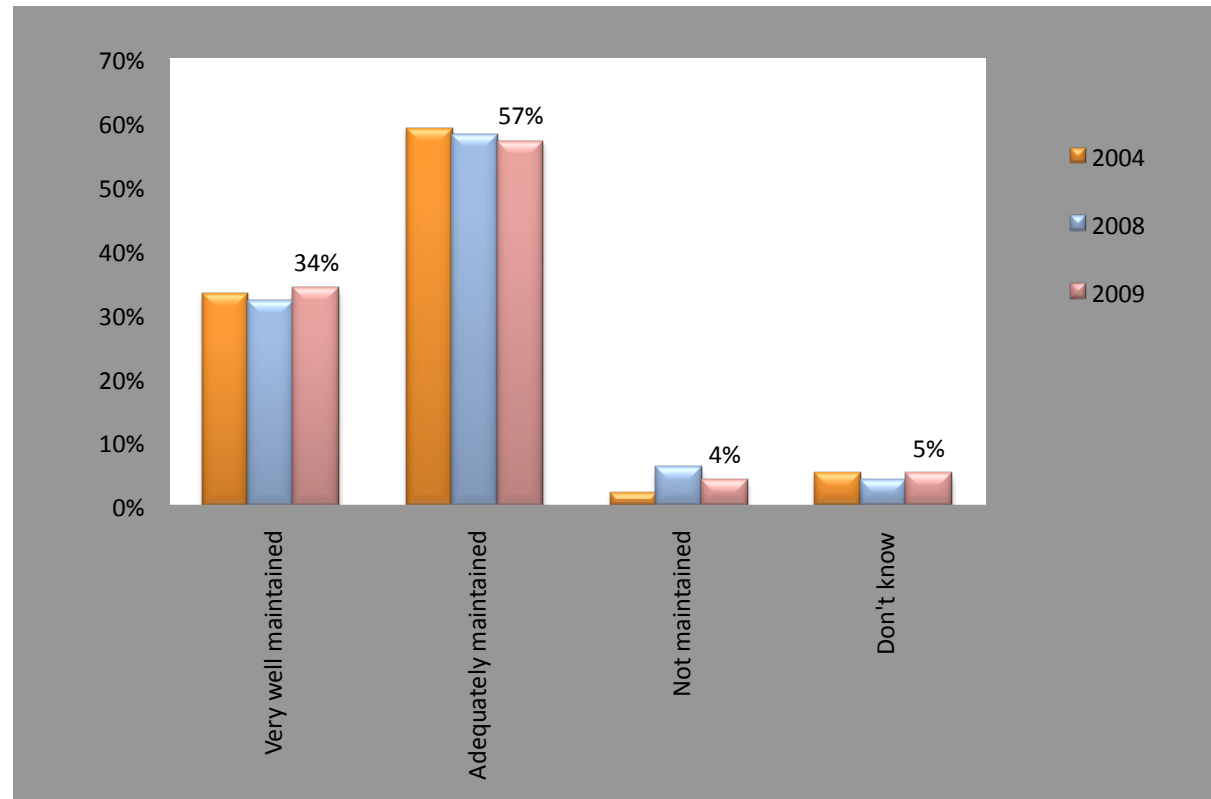


Question 17:

Overall,
how well
maintained
are the
parks in
West Valley
City?

DISCOVERY RESEARCH GROUP

	1990	1993	1996	1998	2001	2004	2008	2009
Very well maintained	N/A	N/A	N/A	N/A	N/A	33%	32%	34%
Adequately maintained						59%	58%	57%
Not maintained						2%	6%	4%
Don't know						5%	4%	5%

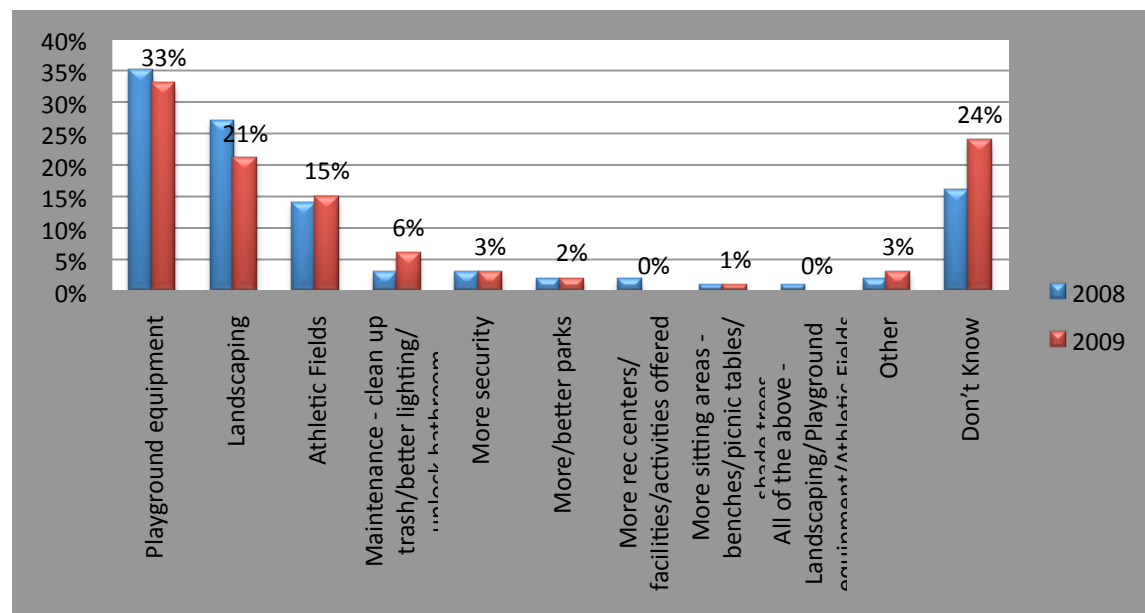


Question 18:

In what area
can West
Valley City
parks be
improved?

DISCOVERY RESEARCH GROUP

	2008	2009
Playground equipment	35%	33%
Landscaping	27%	21%
Athletic Fields	14%	15%
Maintenance - clean up trash/better lighting/unlock bathroom	3%	6%
More security	3%	3%
More/better parks	2%	2%
More rec centers/facilities/activities offered	2%	0%
More sitting areas - benches/picnic tables/shade trees	1%	1%
All of the above - Landscaping/Playground equipment/Athletic Fields	1%	0%
Other	2%	3%
Don't Know	16%	24%

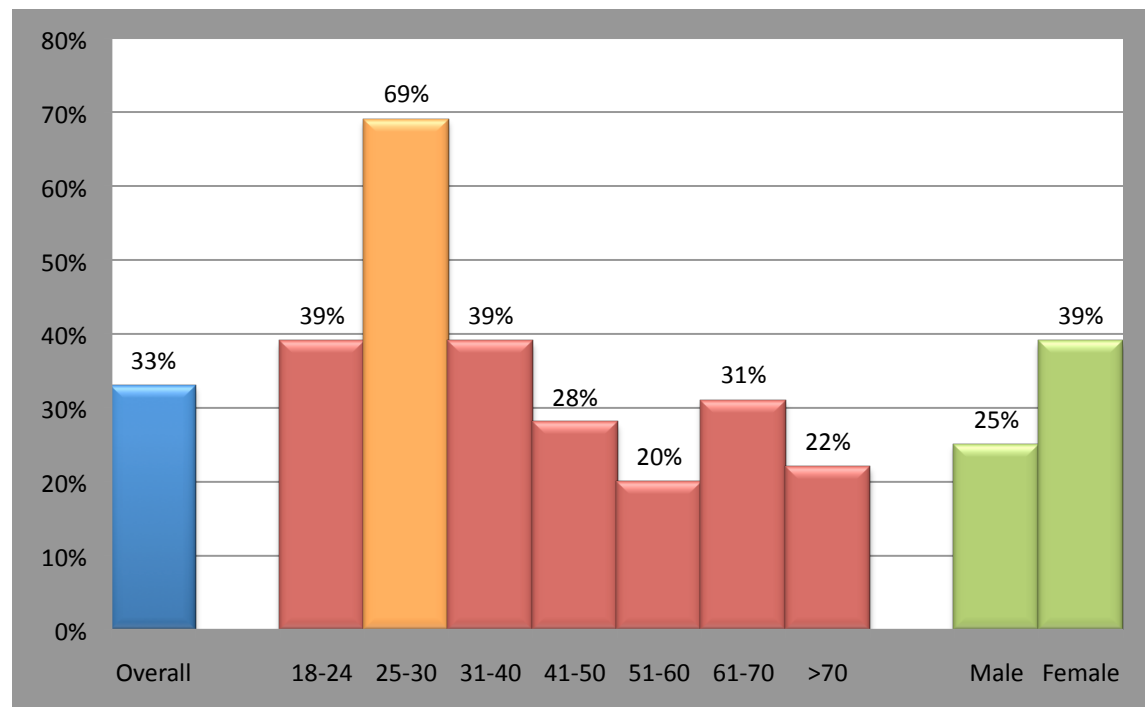


Question 18:

In what area
can West
Valley City
parks be
improved?

DISCOVERY RESEARCH GROUP

2009	Overall	Age							Gender	
		18-24	25-30	31-40	41-50	51-60	61-70	>70	Male	Female
Playground Equipment	33%	39%	69%	39%	28%	20%	31%	22%	25%	39%



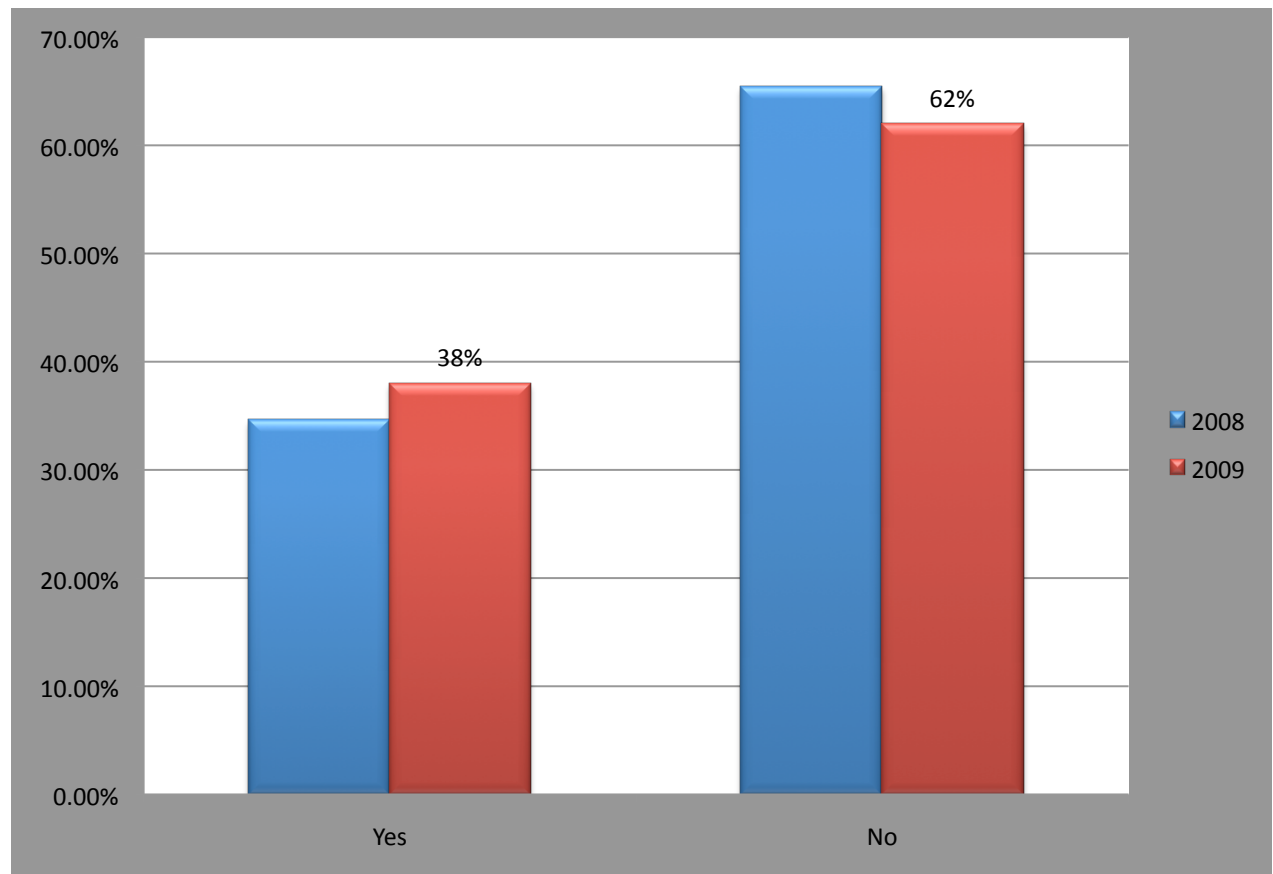
Question 19:

Have you
ever been
to the Utah
Cultural
Celebration
Center for
an event, art
exhibit, or
any other
reason?

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	2008	2009
Yes	35%	38%
No	65%	62%

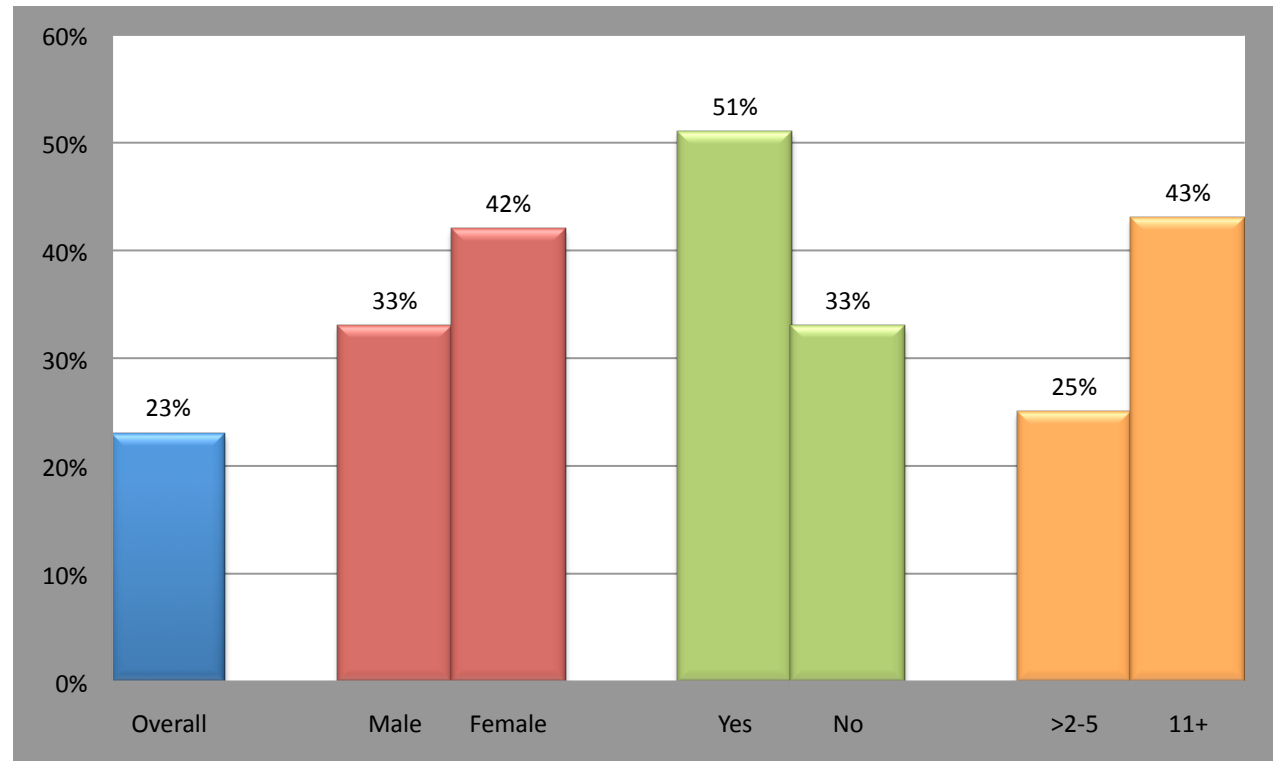


Question 19:

Have you
ever been
to the Utah
Cultural
Celebration
Center for
an event, art
exhibit, or
any other
reason?

DISCOVERY RESEARCH GROUP

2009	Overall	Gender		Called City w/ Problem		Residence (Yrs)	
		Male	Female	Yes	No	>2-5	11+
Yes	23%	33%	42%	51%	33%	25%	43%

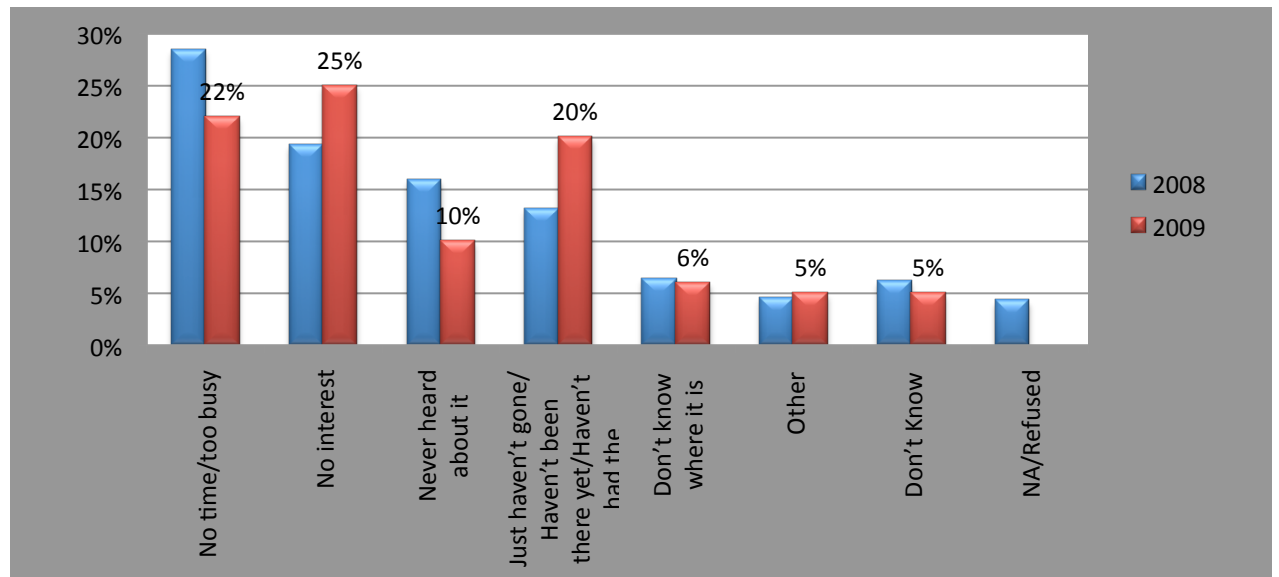


Question 19a:

Why not?

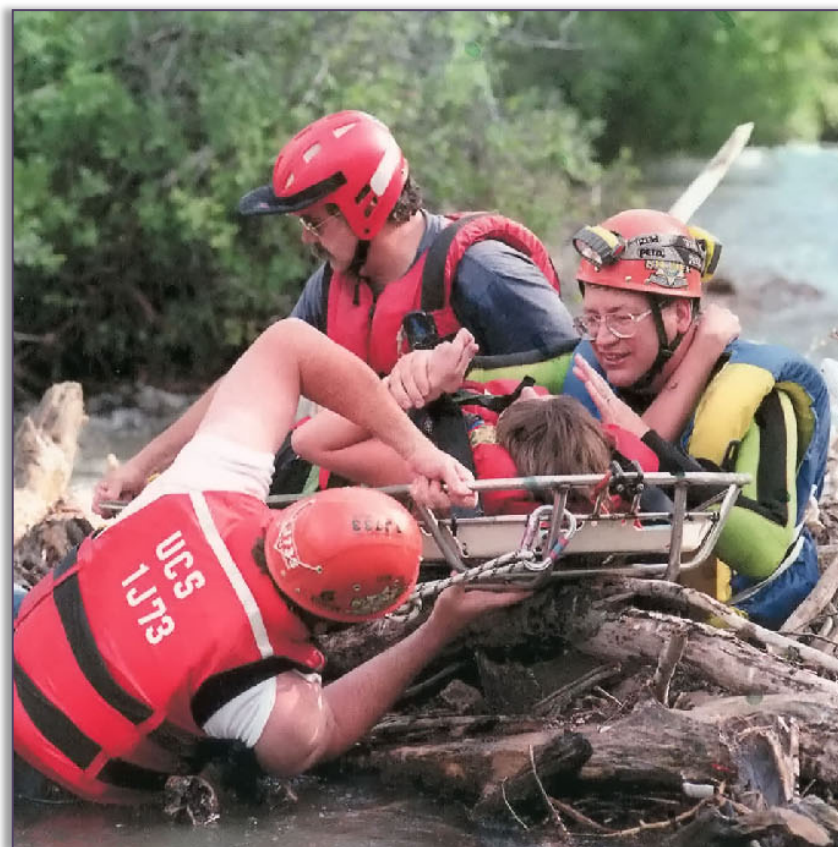
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	2008 n=327	2009 n=319
HAVE NOT BEEN TO THE UTAH CULTURAL CELEBRATION CENTER		
No time/too busy	28%	22%
No interest	19%	25%
Never heard about it	16%	10%
Just haven't gone/Haven't been there yet/Haven't had the opportunity/Doesn't go out anywhere	13%	20%
Don't know where it is	6%	6%
Other	5%	5%
Don't Know	6%	5%
NA/Refused*	4%	



*For 2009, 'Refused' was combined with 'Don't know.' Both response choices were not provided to the client as an option in both 2008 and 2009.

City Emergency Departments



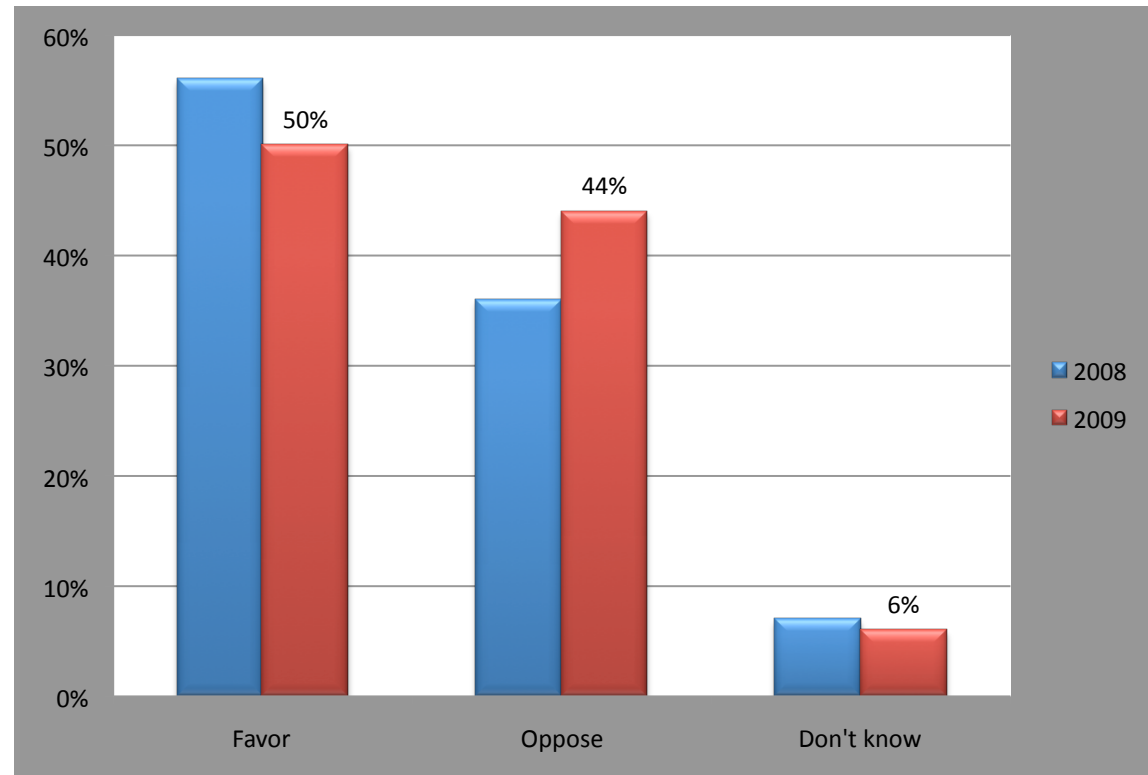
Question 20:

Would you
favor or
oppose a
tax increase
to provide
funding for
additional
police
officers in
West Valley
City?

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	2008	2009
Favor	56%	50%
Oppose	36%	44%
Don't know	7%	6%



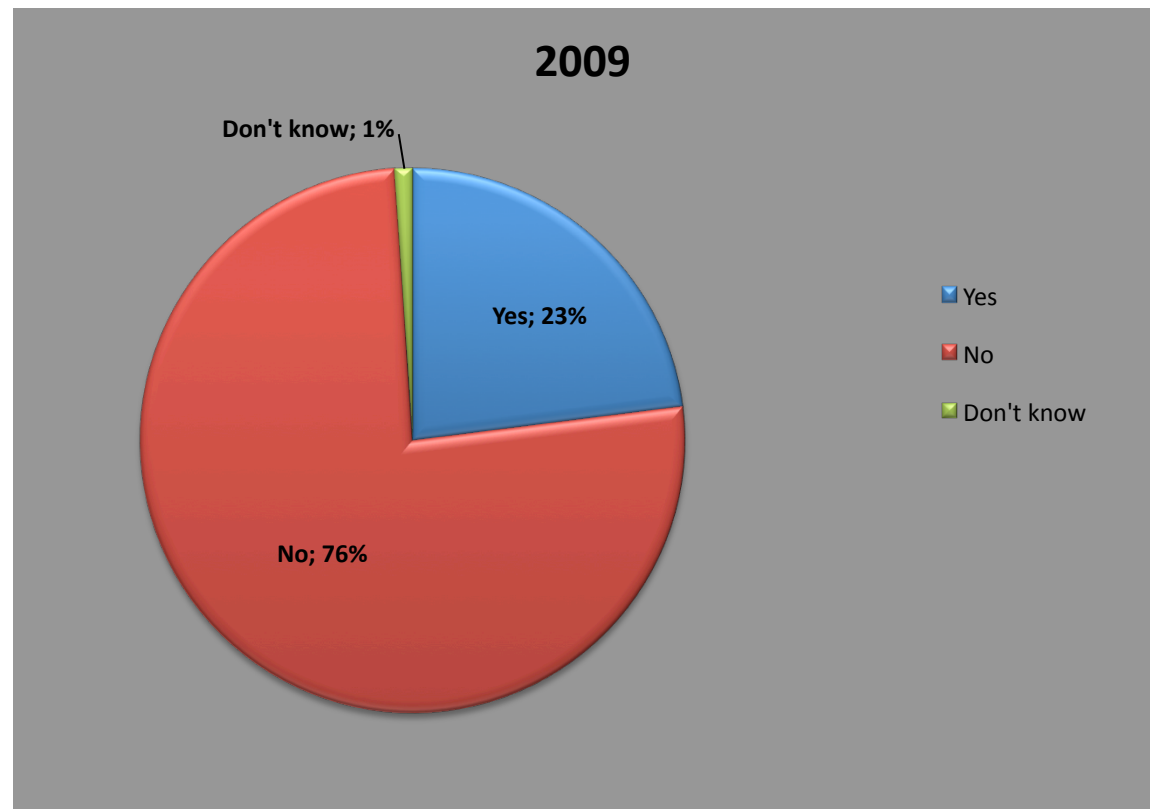
Question 21:

During the
previous
year, 2008,
did you call
the West
Valley City
Police to
report a
crime?

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	2009
Yes	23%
No	76%
Don't know	1%

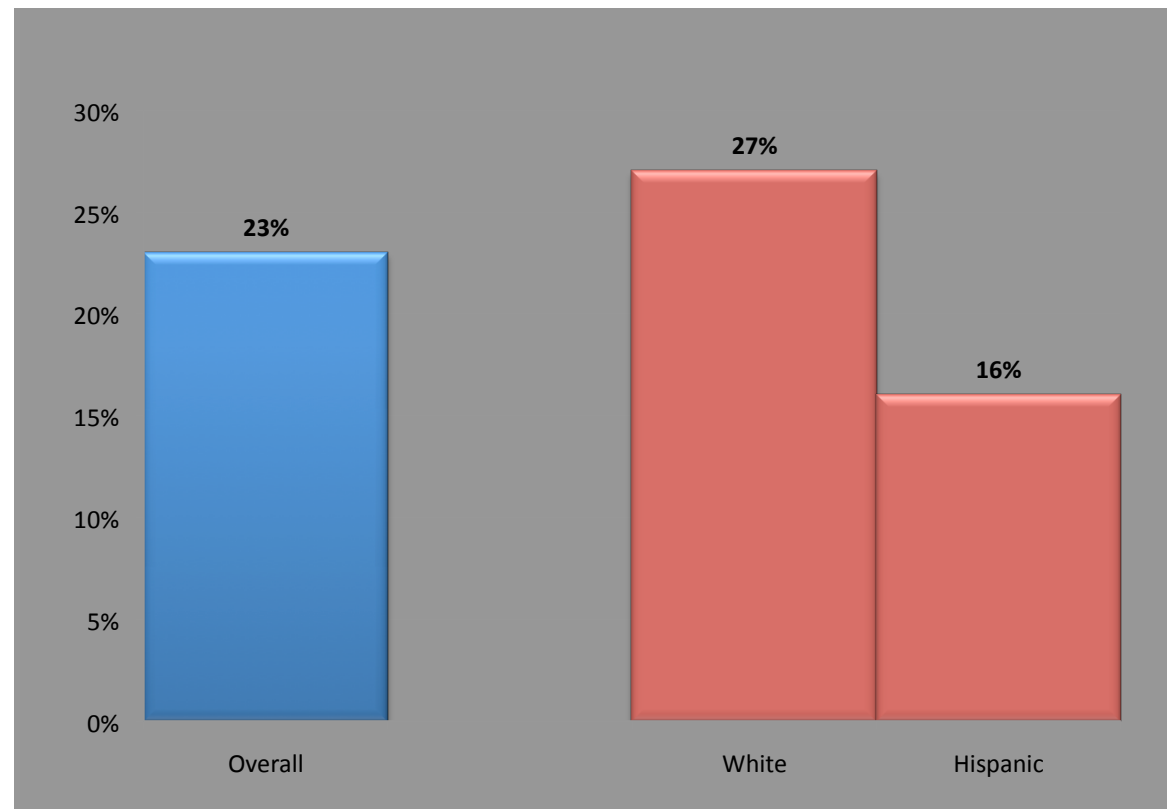


Question 21:

During the
previous
year, 2008,
did you call
the West
Valley City
Police to
report a
crime?

DISCOVERY
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		Race/Ethnicity		
	2009	Overall	White	Hispanic
Yes		23%	27%	16%

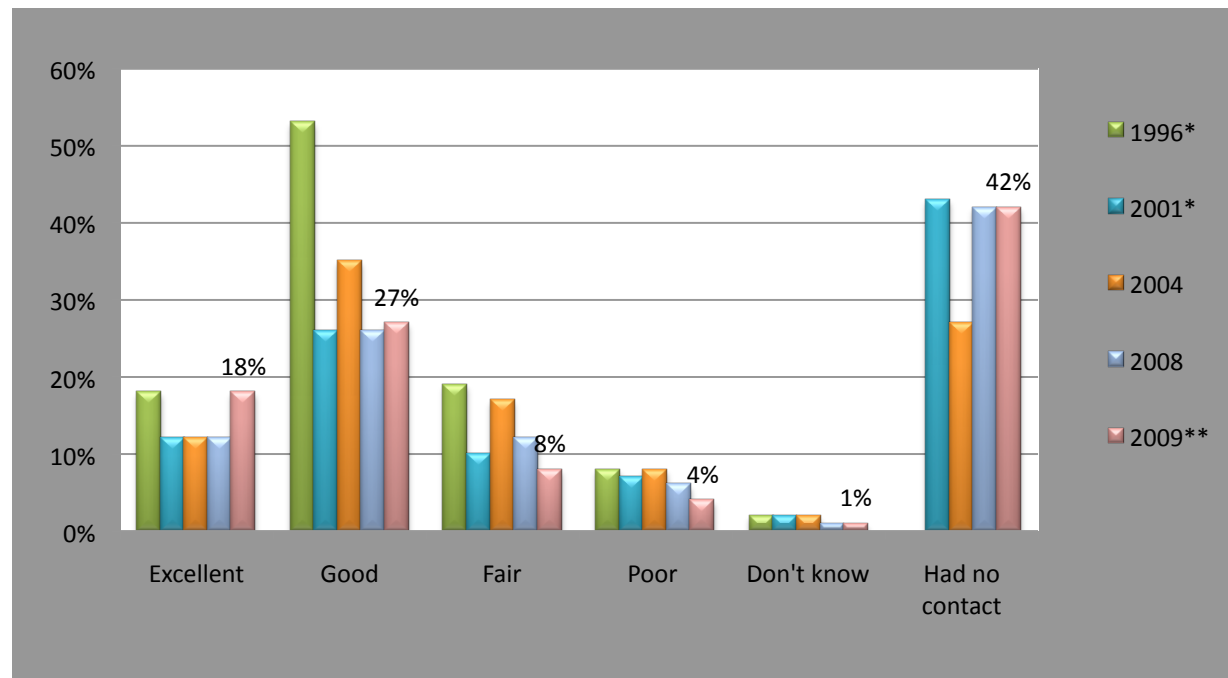


Question 22a:

During
2008, how
would you
rate the
overall
service
provided to
you and
your
household
by the West
Valley City
Police?

DISCOVERY RESEARCH GROUP

	1990	1993*	1996*	1998	2001*	2004	2008	2009**
Excellent	N/A	N/A	18%	N/A	12%	12%	12%	18%
Good			53%		26%	35%	26%	27%
Fair			19%		10%	17%	12%	8%
Poor			8%		7%	8%	6%	4%
Don't know			2%		2%	2%	1%	1%
Had no contact					43%	27%	42%	42%



*1993, 1996 & 2001 the time evaluated was "past 3 months"

**2009 Question reworded – 2008 & 2004 wording: How would you rate the overall service provided to you and your household by the West Valley City Police over the last year?

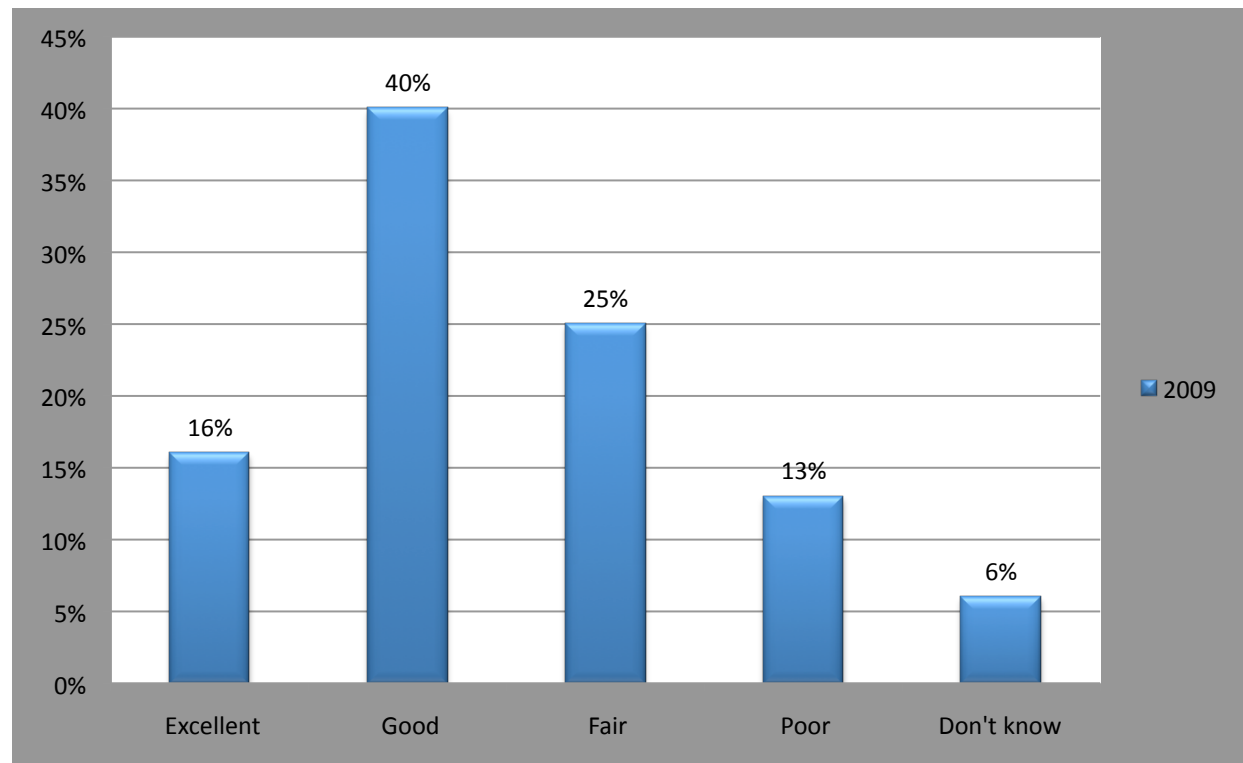
Question 22b:

In 2008,
the average
response
time for a
Priority 1 call
was 7
minutes and
14 seconds.
Do you
think
this is...

DISCOVERY

RESEARCH GROUP

	2009
Excellent	16%
Good	40%
Fair	25%
Poor	13%
Don't know	6%



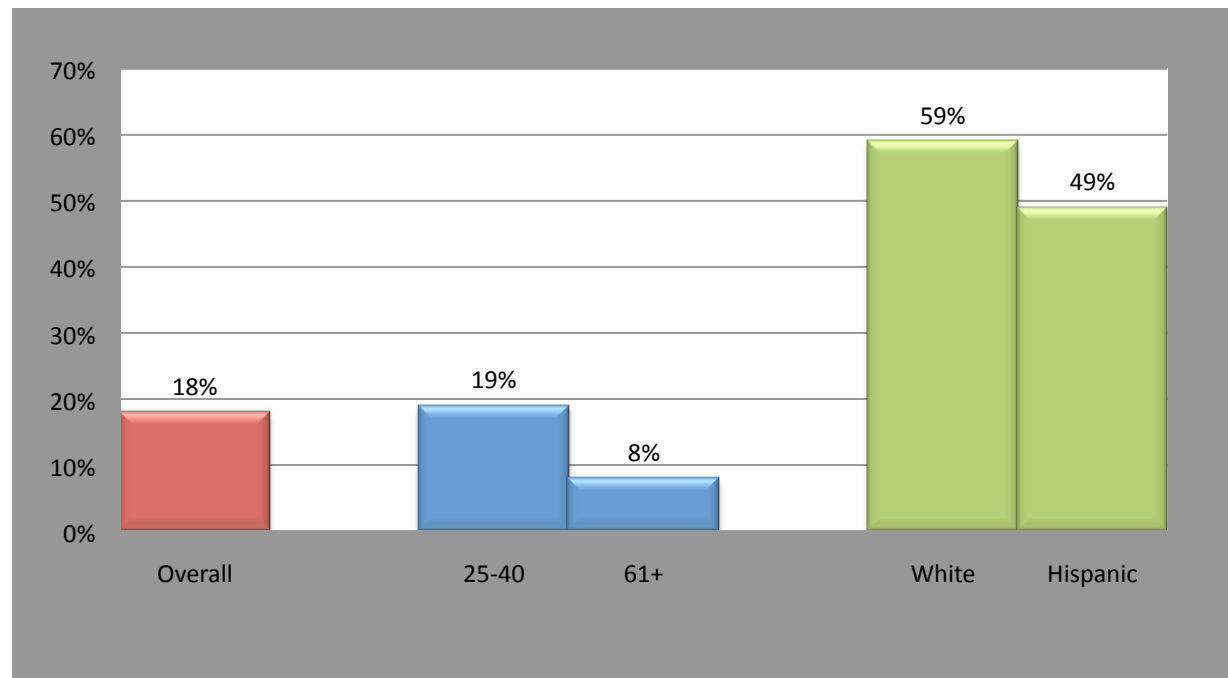
Question 22b:

In 2008,
the average
response
time for a
Priority 1
call was 7
minutes and
14 seconds.
Do you
think
this is...

DISCOVERY

RESEARCH GROUP

	Age				Race/Ethnicity	
	2009	Overall	25-40	61+	White	Hispanic
Positive		56%	47%	63%	59%	49%

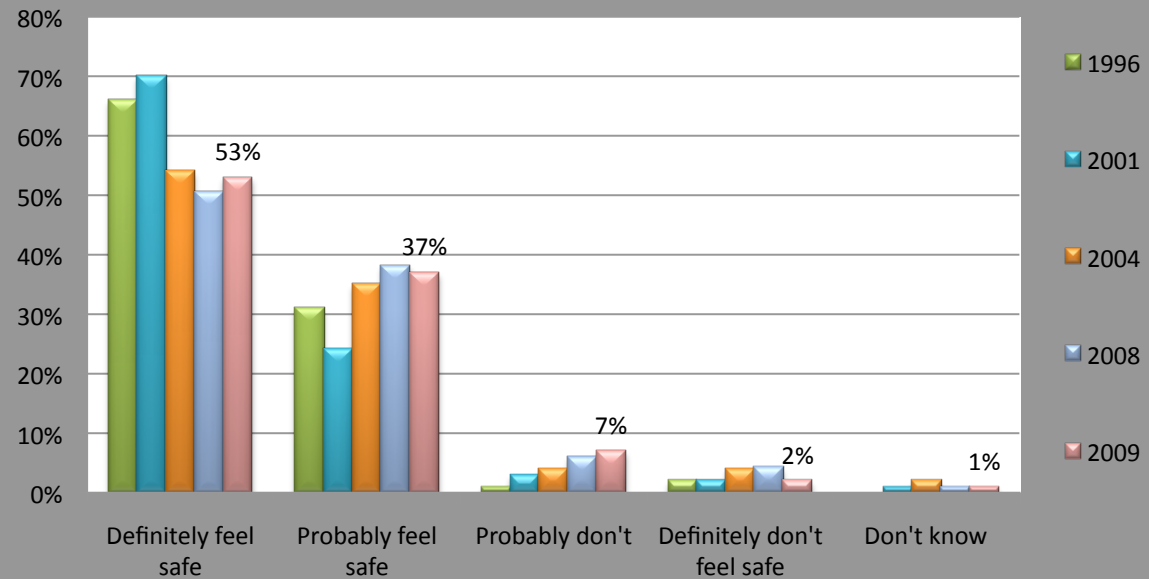


Question 23:

During the
day, do you
feel safe
when you
walk in your
neighborhood
or drive on
city streets
in West
Valley City?

DISCOVERY RESEARCH GROUP

	1990	1993	1996	1998	2001	2004	2008	2009
Definitely feel safe	N/A	N/A	66%	N/A	70%	54%	51%	53%
Probably feel safe			31%		24%	35%	38%	37%
Probably don't			1%		3%	4%	6%	7%
Definitely don't feel safe			2%		2%	4%	4%	2%
Don't know			0%		1%	2%	1%	1%

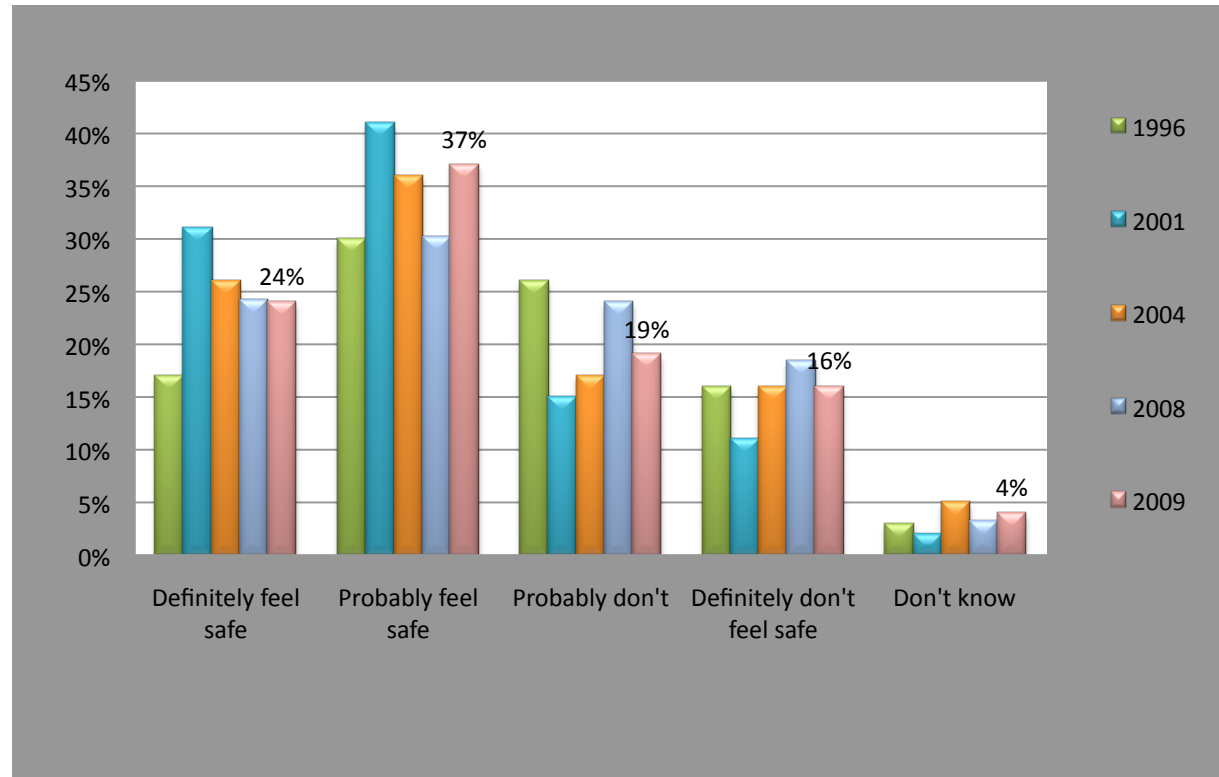


Question 24:

During the
night, do
you feel
safe when
you walk
in your
neighborhood
or drive on
city streets
in West
Valley City?

DISCOVERY RESEARCH GROUP

	1990	1993	1996	1998	2001	2004	2008	2009
Definitely feel safe	N/A	N/A	17%	N/A	31%	26%	24%	24%
Probably feel safe			30%		41%	36%	30%	37%
Probably don't			26%		15%	17%	24%	19%
Definitely don't feel safe			16%		11%	16%	18%	16%
Don't know			3%		2%	5%	3%	4%



Question 24:

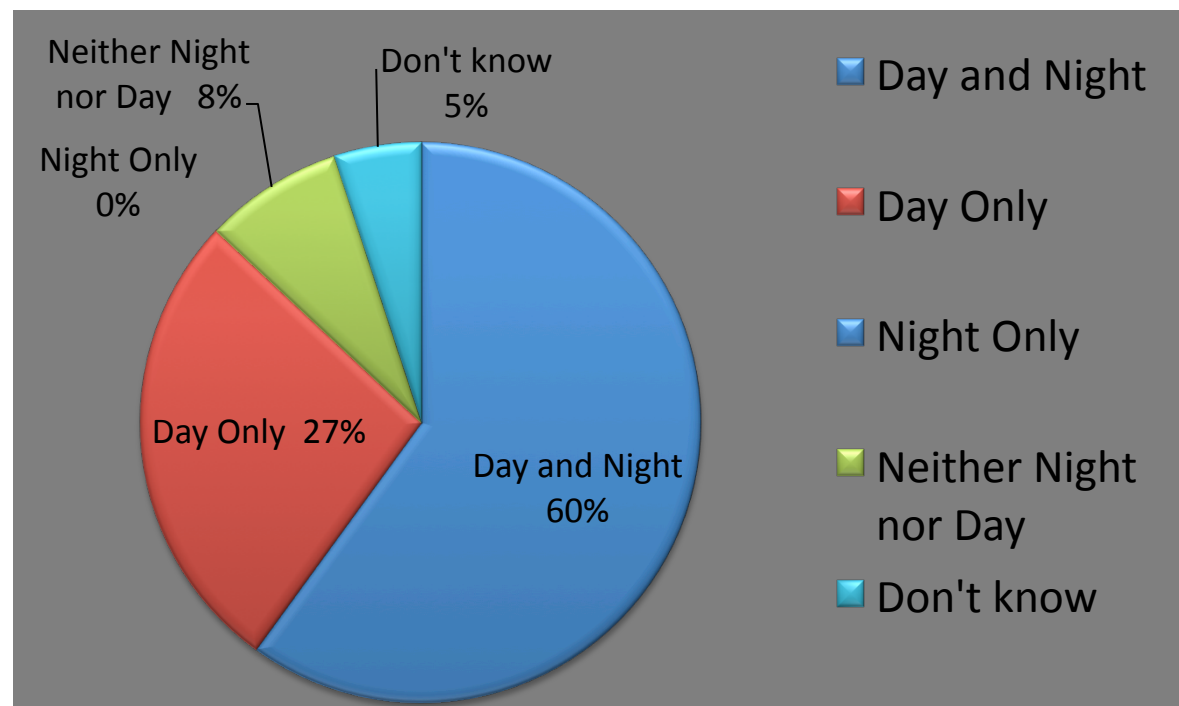
Do you feel
safe when
you walk in
your
neighborhood
or drive on
city streets
in West
Valley City?

Day & Night
Summary

DISCOVERY

RESEARCH GROUP

	2009
Day and Night	60%
Day Only	27%
Night Only	0%
Neither Night nor Day	8%
Don't know	5%



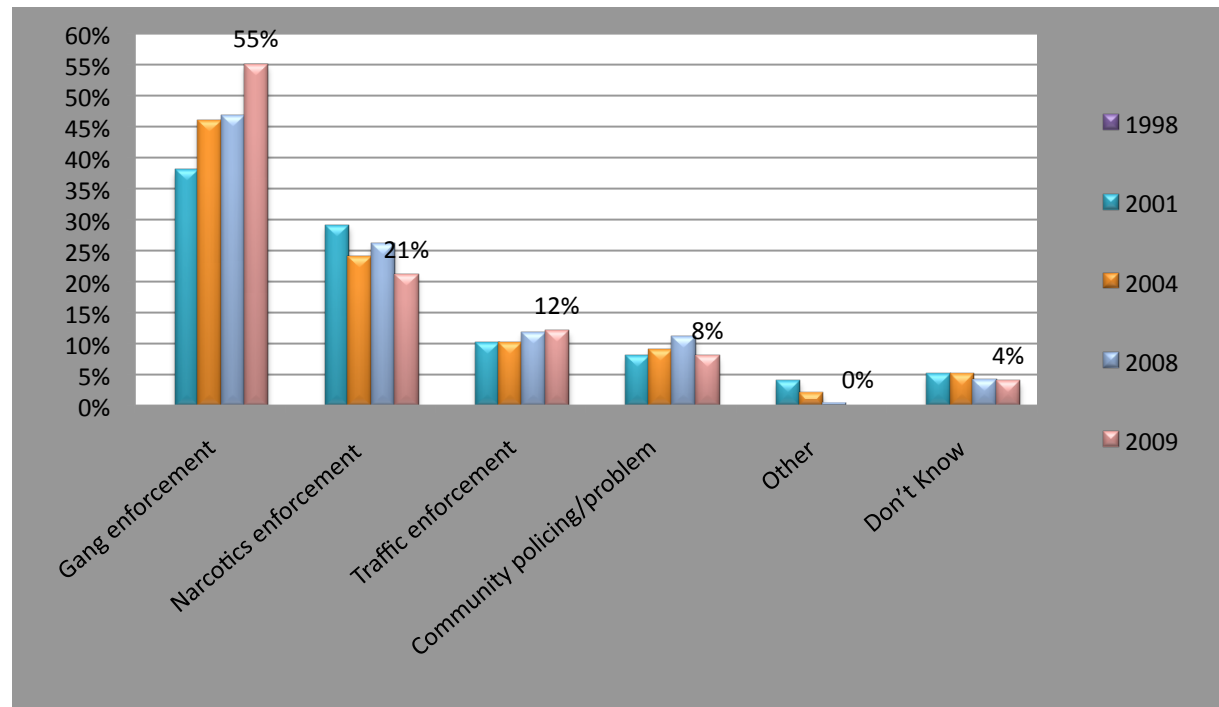
Question 25:

The West Valley Police Department deals with a variety of law enforcement issues. Please rank the following from 1-4 in order of importance: 1st Mention

DISCOVERY

RESEARCH GROUP

	1990	1993	1996	1998	2001	2004	2008	2009
Gang enforcement	N/A	N/A	N/A	0%	38%	46%	47%	55%
Narcotics enforcement				0%	29%	24%	26%	21%
Traffic enforcement (speeding, red light violations, etc.)				0%	10%	10%	12%	12%
Community policing / problem solving				0%	8%	9%	11%	8%
Other				0%	4%	2%	0%	0%
Don't Know				0%	5%	5%	4%	4%

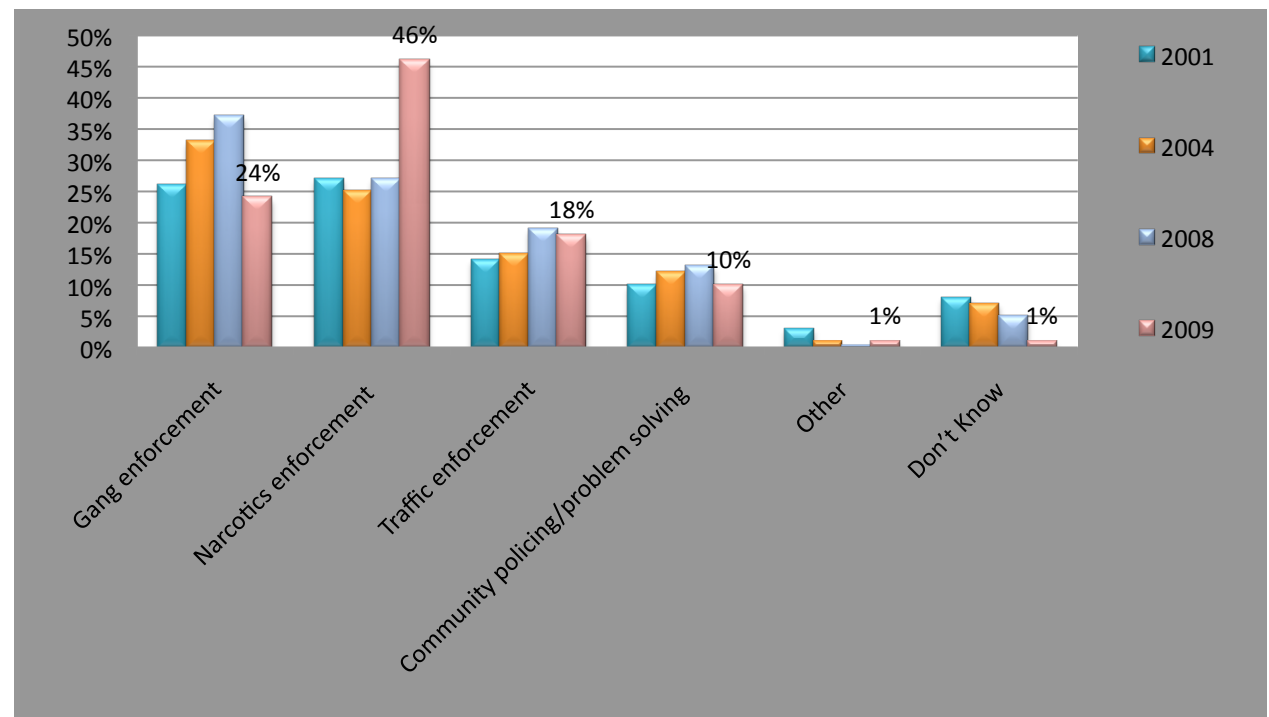


Question 26:

The West Valley Police Department deals with a variety of law enforcement issues. ...
Which is 2nd?

DISCOVERY RESEARCH GROUP

	1990	1993	1996	1998	2001	2004	2008	2009
Gang enforcement	N/A	N/A	N/A	N/A	26%	33%	37%	24%
Narcotics enforcement					27%	25%	27%	46%
Traffic enforcement (speeding, red light violations, etc.)					14%	15%	19%	18%
Community policing / problem solving					10%	12%	13%	10%
Other					3%	1%	0%	1%
Don't Know					8%	7%	5%	1%

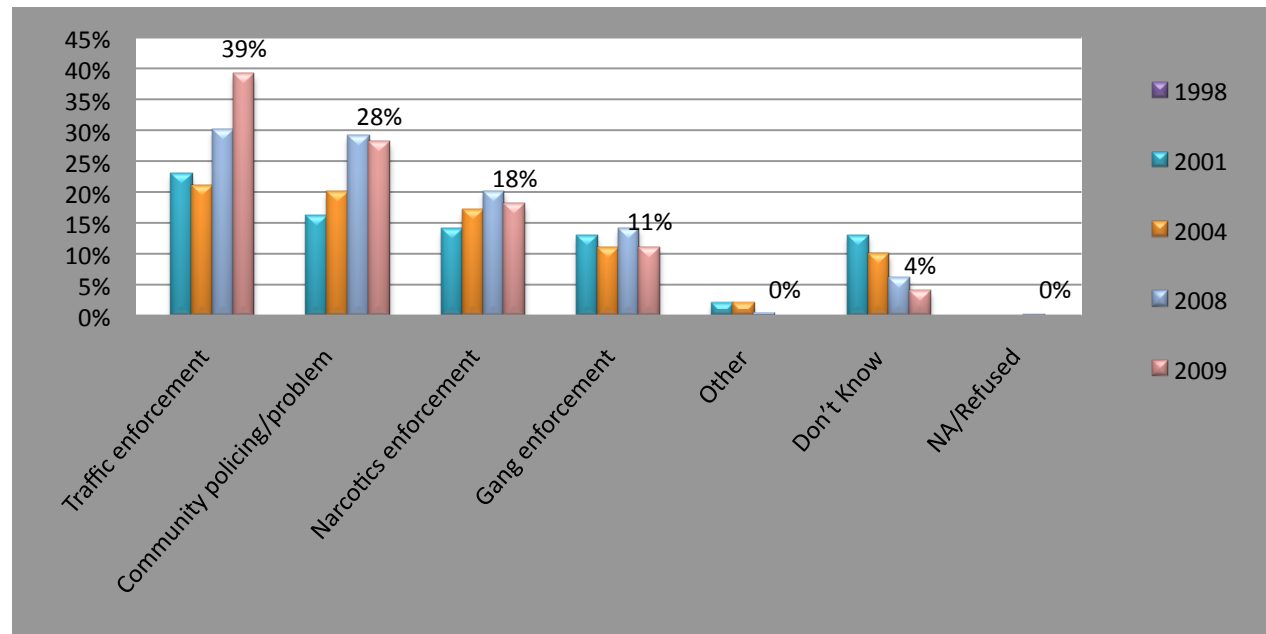


Question 27:

The West
Valley
Police
Department
deals with a
variety of
law
enforcement
issues...
Which is 3rd?

DISCOVERY RESEARCH GROUP

	1990	1993	1996	1998	2001	2004	2008	2009
Traffic enforcement (speeding, red light violations, etc.)	N/A	N/A	N/A	N/A	23%	21%	30%	39%
Community policing / problem solving					16%	20%	29%	28%
Narcotics enforcement					14%	17%	20%	18%
Gang enforcement					13%	11%	14%	11%
Other					2%	2%	0%	0%
Don't Know					13%	10%	6%	4%
NA/Refused							0%	0%

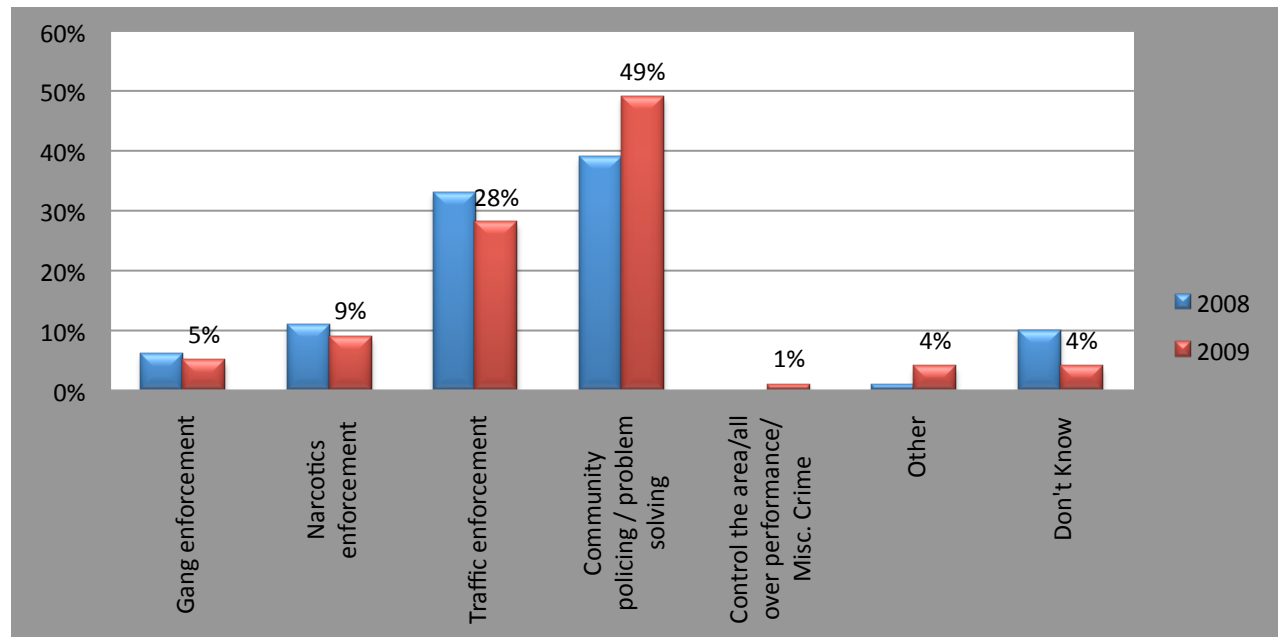


Question 28:

The West Valley Police Department deals with a variety of law enforcement issues... Which is 4th?

DISCOVERY RESEARCH GROUP

	1990	1993	1996	1998	2001	2004	2008	2009
Gang enforcement	N/A	N/A	N/A	N/A	0%	0%	6%	5%
Narcotics enforcement					0%	0%	11%	9%
Traffic enforcement (speeding, red light violations, etc.)					0%	0%	33%	28%
Community policing / problem solving					0%	0%	39%	49%
Control the area/all over performance/Misc. Crime					0%	0%	0.4%	1%
Other					0%	0%	1%	4%
Don't Know							10%	4%

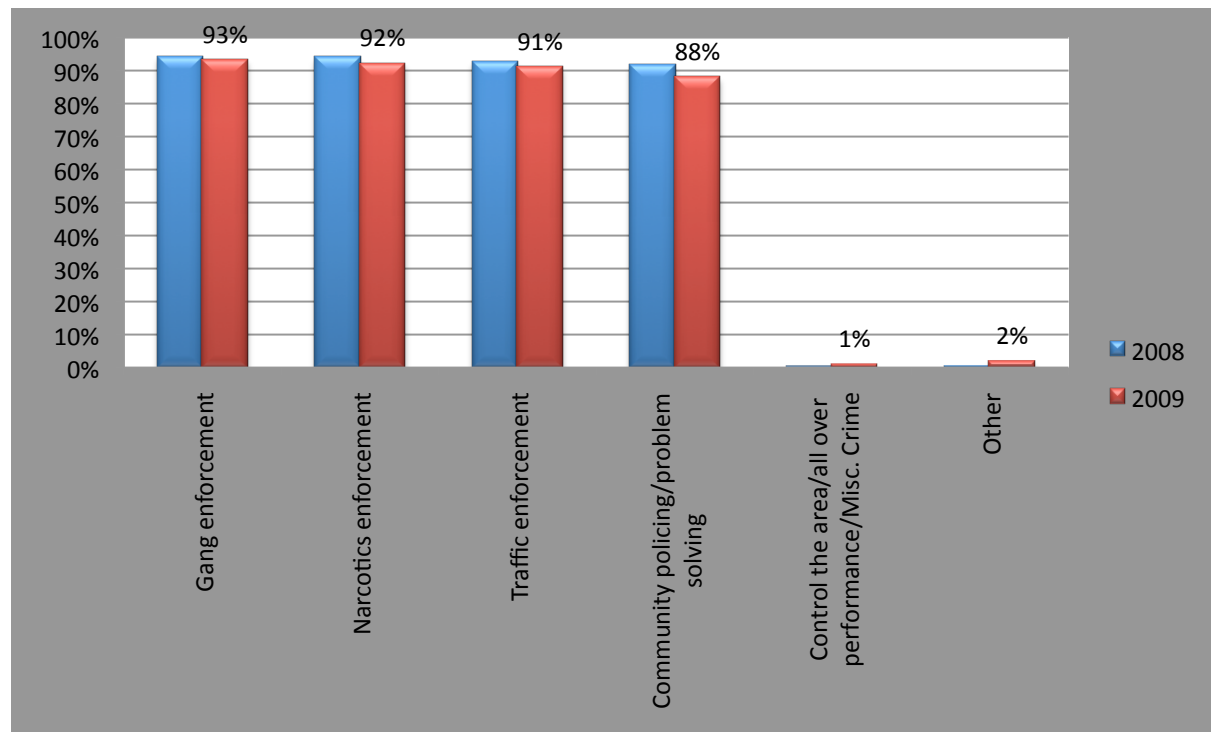


Question 29:

The West
Valley Police
Department
deals with a
variety of law
enforcement
issues...
Summary

DISCOVERY RESEARCH GROUP

	2008	2009
Gang enforcement	94%	93%
Narcotics enforcement	94%	92%
Traffic enforcement (speeding, red light violations, etc.)	93%	91%
Community policing/problem solving	92%	88%
Control the area/all over performance/Misc. Crime	0%	1%
Other	1%	2%



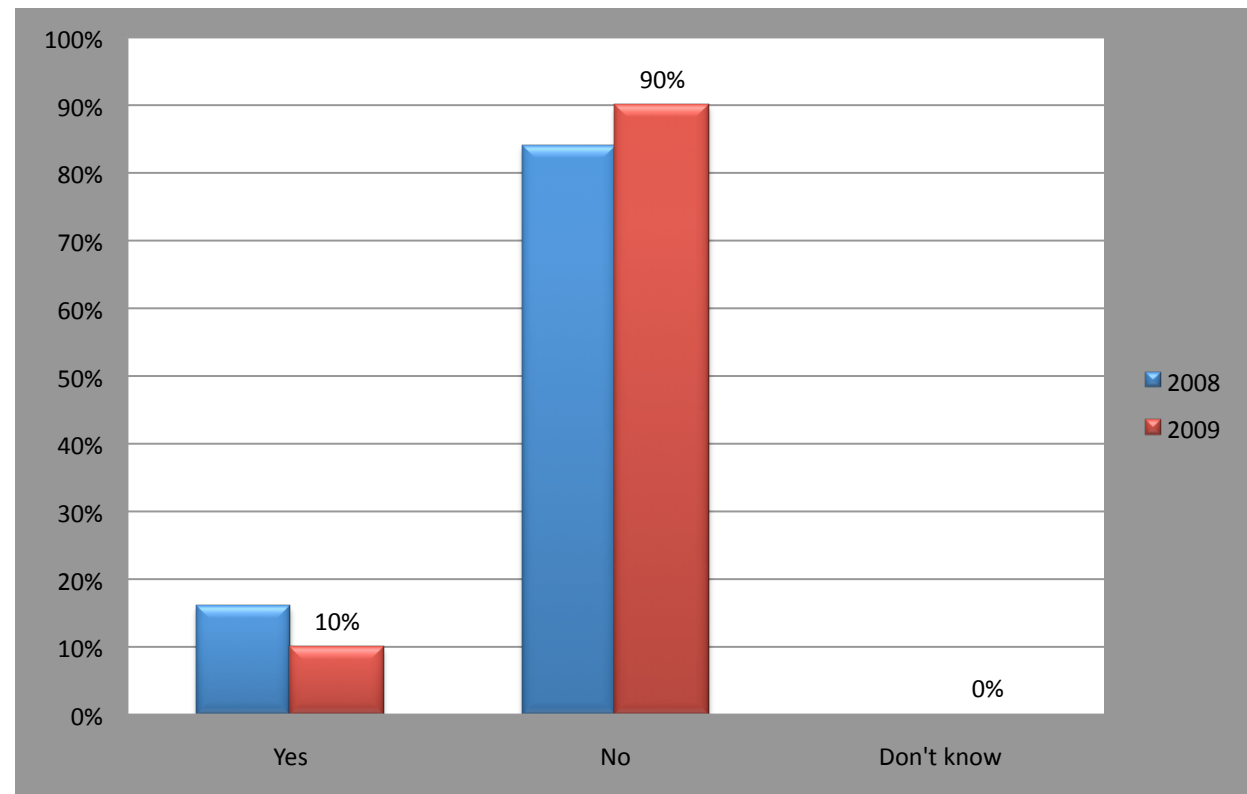
Question 30:

Have you
ever called
9-1-1 for a
fire
emergency
in West Valley
City?

DISCOVERY

RESEARCH GROUP

	2008	2009
Yes	16%	10%
No	84%	90%
Don't know	0%	0%

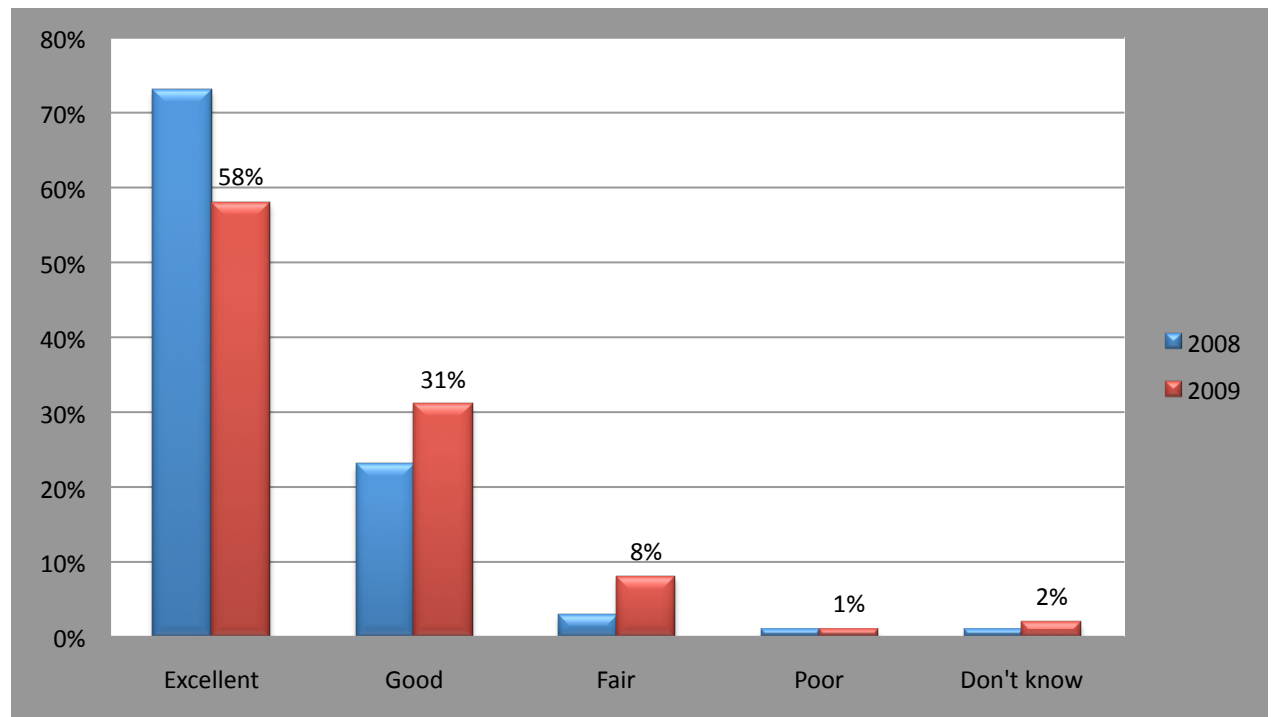


Question 31:

How would
you rate the
response
time of the
fire
department
?

DISCOVERY RESEARCH GROUP

	2008 N=80	2009 N=55
HAVE CALLED 9-1-1 FOR FIRE EMERGENCY IN WEST VALLEY CITY		
Excellent	73%	58%
Good	23%	31%
Fair	3%	8%
Poor	1%	1%
Don't know	1%	2%

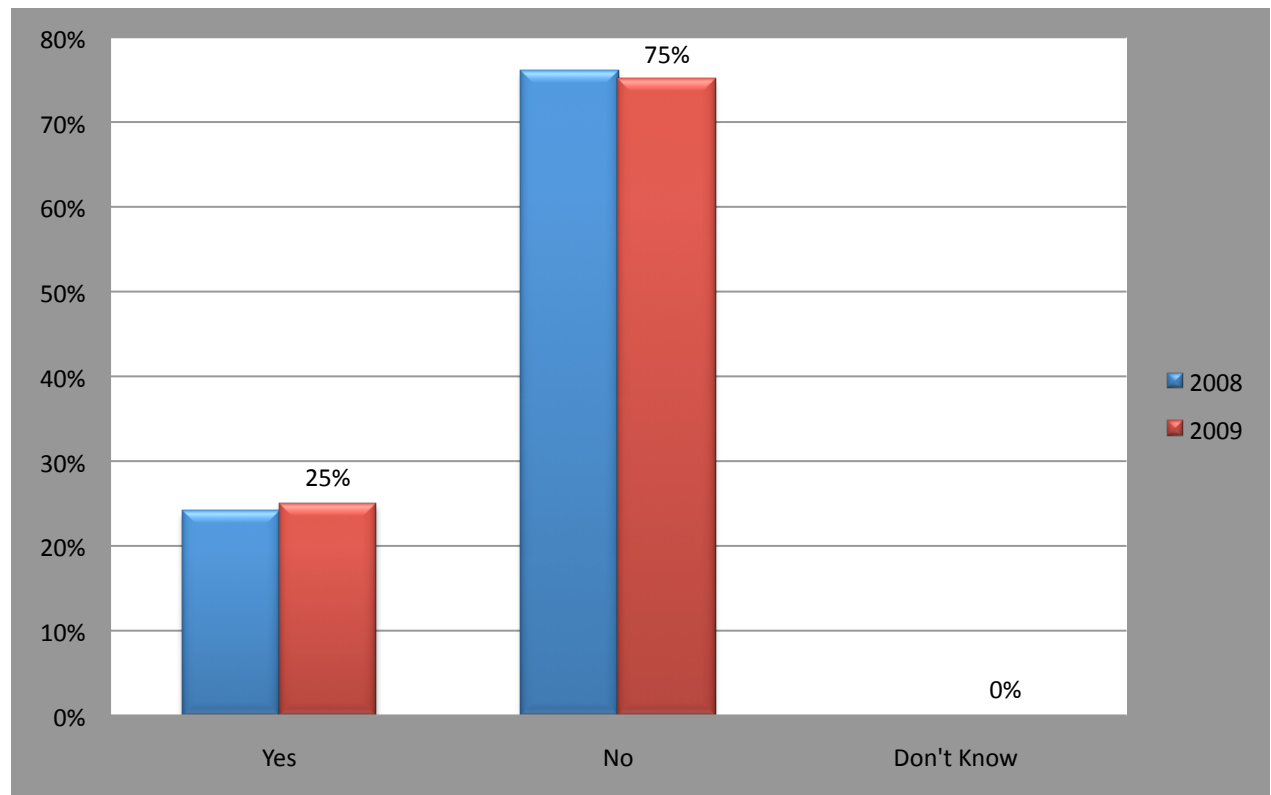


Question 32:

Have you
ever called
9-1-1 for
an
ambulance
emergency
in West
Valley
City?

DISCOVERY
RESEARCH GROUP

	2008	2009
Yes	24%	25%
No	76%	75%
Don't Know	0%	0%

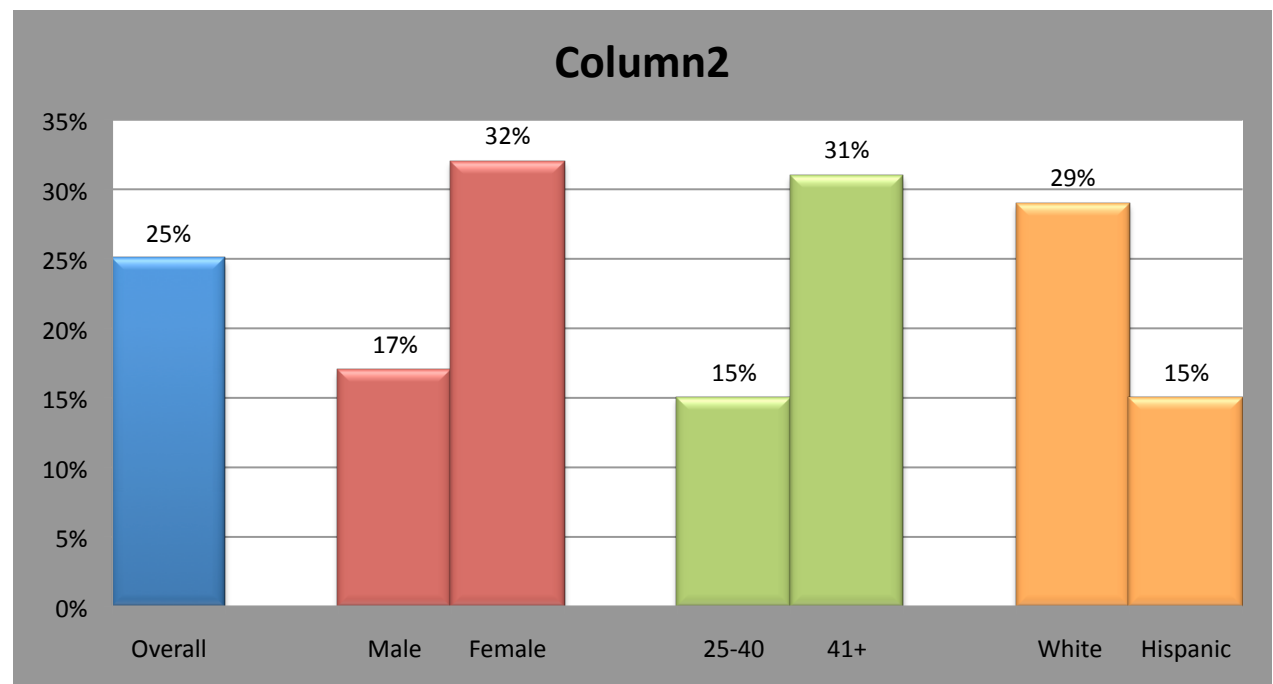


Question 32:

Have you
ever called
9-1-1 for
an
ambulance
emergency
in West
Valley
City?

DISCOVERY RESEARCH GROUP

2009	Overall	Gender		Age		Race/Ethnicity	
		Male	Female	25-40	41+	White	Hispanic
Yes	25%	17%	32%	15%	31%	29%	15%

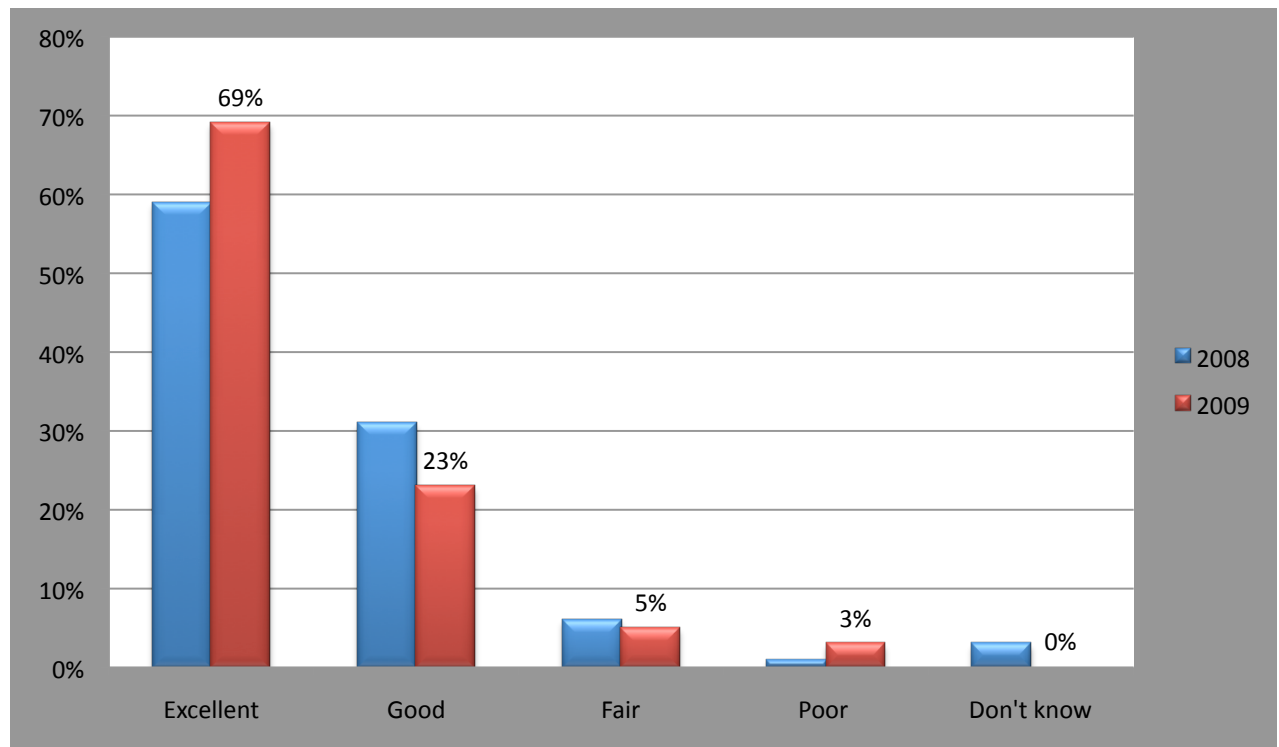


Question 33:

How would
you rate
the
response
time of the
ambulance
?

DISCOVERY RESEARCH GROUP

	2008: N=116	2009 N=144
HAVE CALLED 9-1-1 FOR AMBULANCE EMERGENCY IN WEST VALLEY CITY		
Excellent	59%	69%
Good	31%	23%
Fair	6%	5%
Poor	1%	3%
Don't know	3%	0%



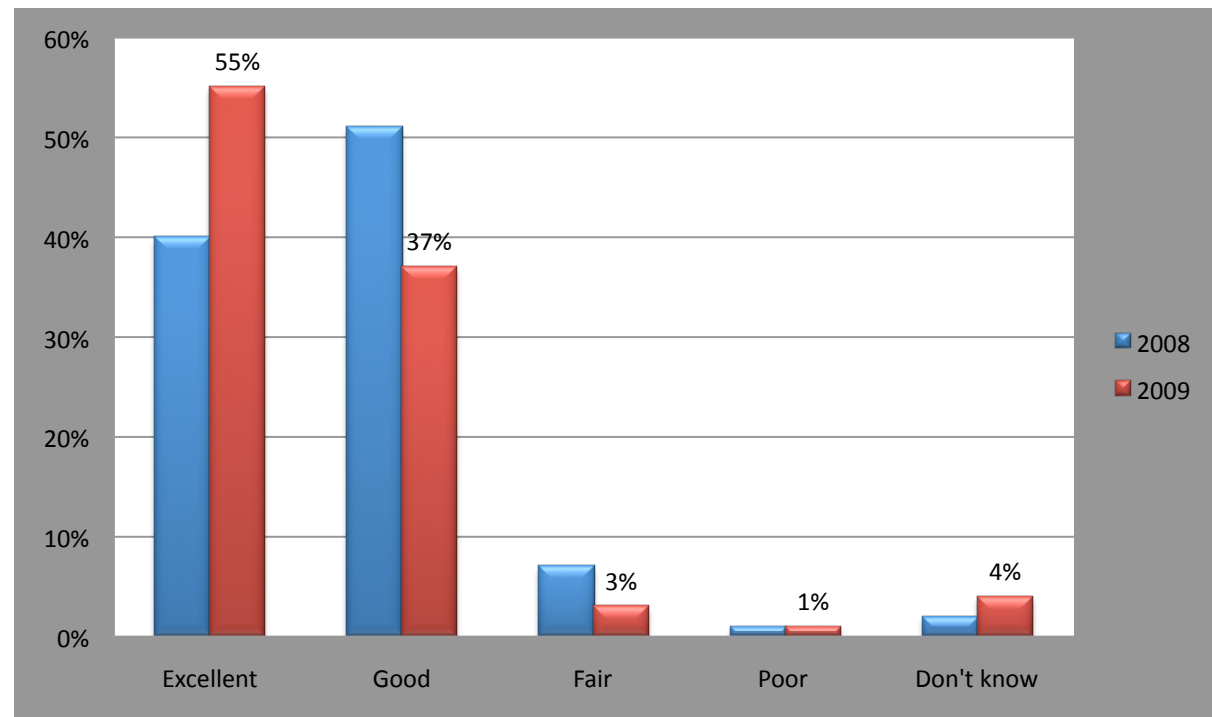
Question 34:

Overall,
how would
you rate the
City's
ambulance
service?

DISCOVERY

RESEARCH GROUP

	2008 N=116	2009 N=144
HAVE CALLED 9-1-1 FOR AMBULANCE EMERGENCY IN WEST VALLEY CITY		
Excellent	40%	55%
Good	51%	37%
Fair	7%	3%
Poor	1%	1%
Don't know	2%	4%



City Public Works

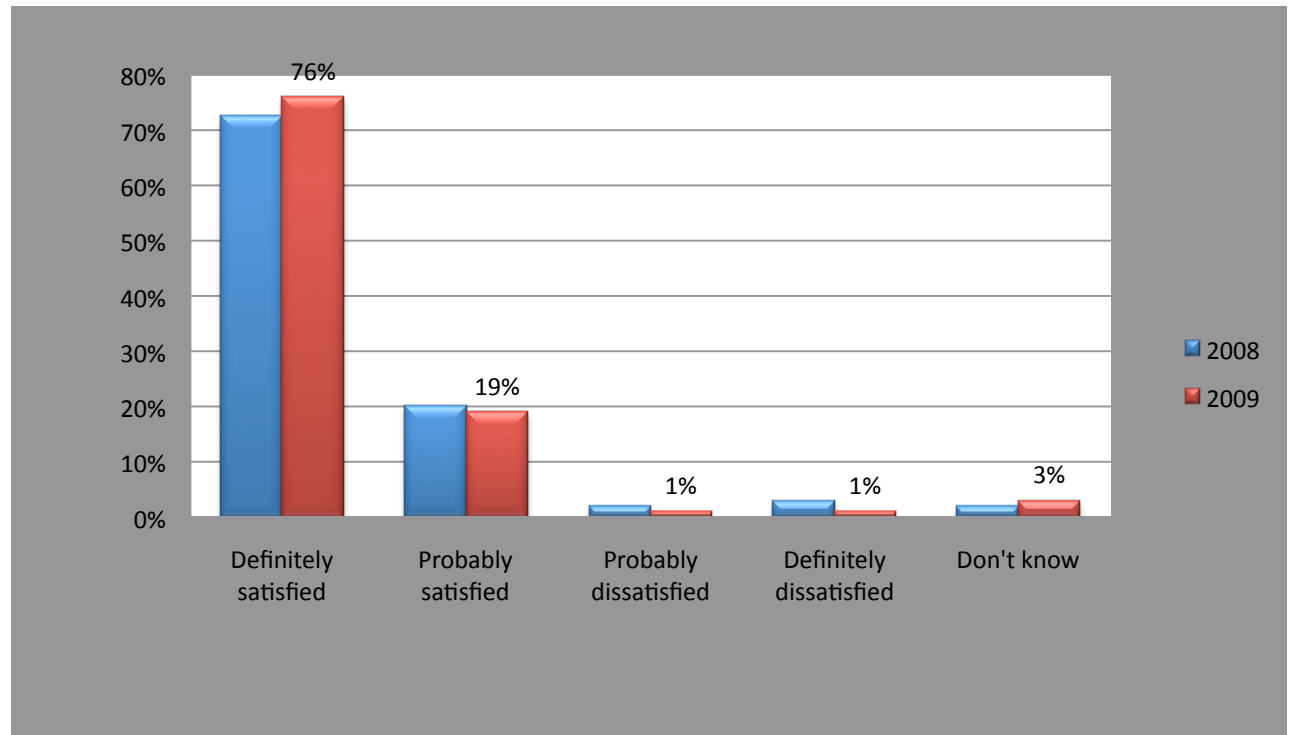


Question 35:

Are you
satisfied
with the
weekly
garbage
collection
service you
receive?

DISCOVERY RESEARCH GROUP

	2008	2009
Very satisfied	73%	76%
Probably satisfied	20%	19%
Probably dissatisfied	2%	1%
Very dissatisfied	3%	1%
Don't know	2%	3%



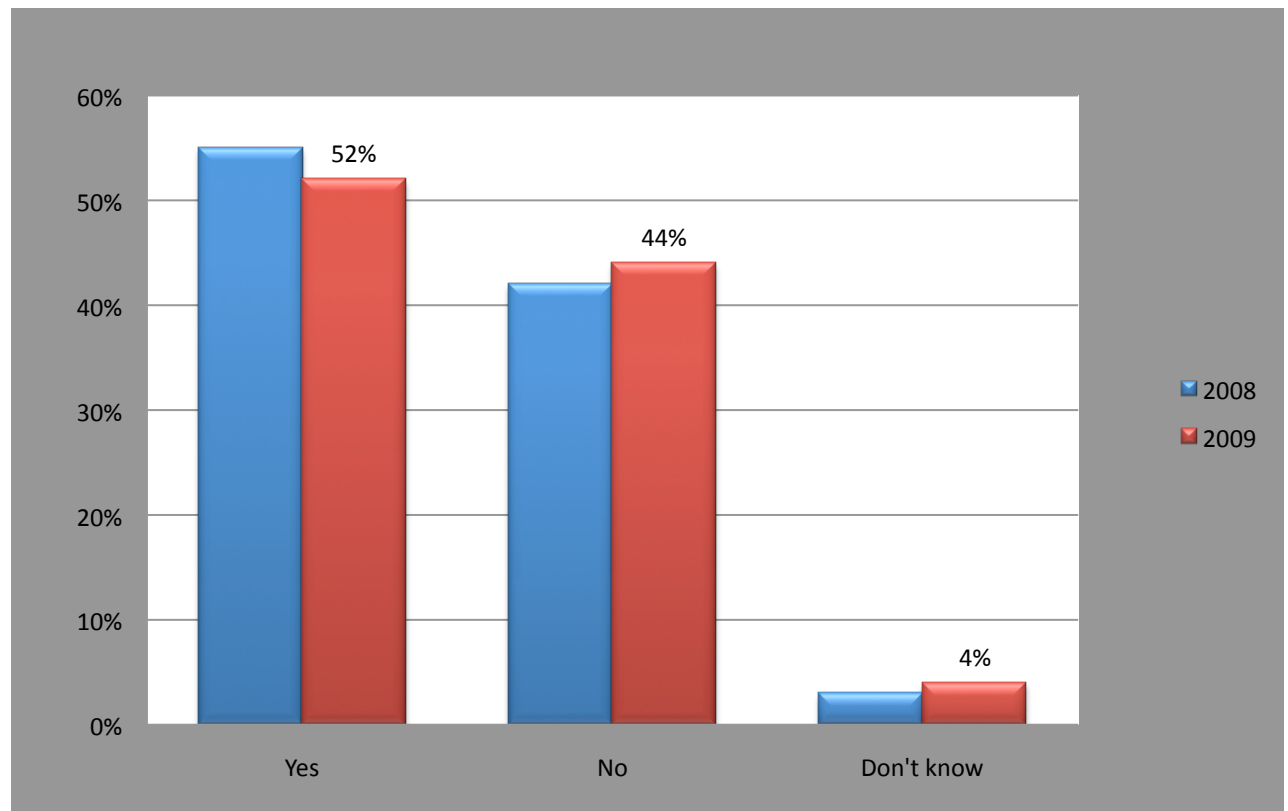
Question 36:

In the past
year, have
you used
the City's
bulky waste
collection
service?

DISCOVERY

RESEARCH GROUP

	2008	2009
Yes	55%	52%
No	42%	44%
Don't know	3%	4%

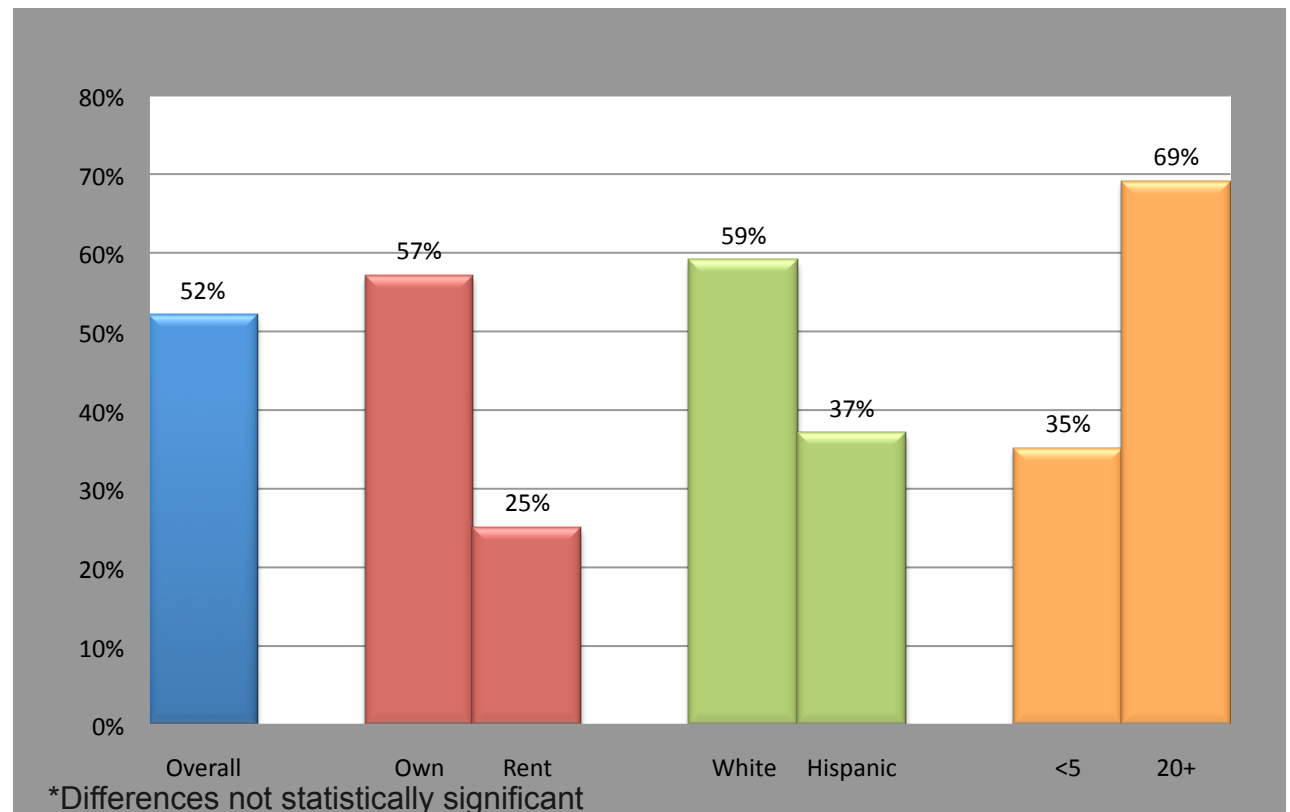


Question 38:

In the past year, have you used the City's bulky waste collection service?

DISCOVERY RESEARCH GROUP

2009	Overall	Housing		Race/Ethnicity		Residence	
		Own	Rent	White	Hispanic	<5	20+
Bulk Waste	52%	57%	25%	59%	37%	35%	69%



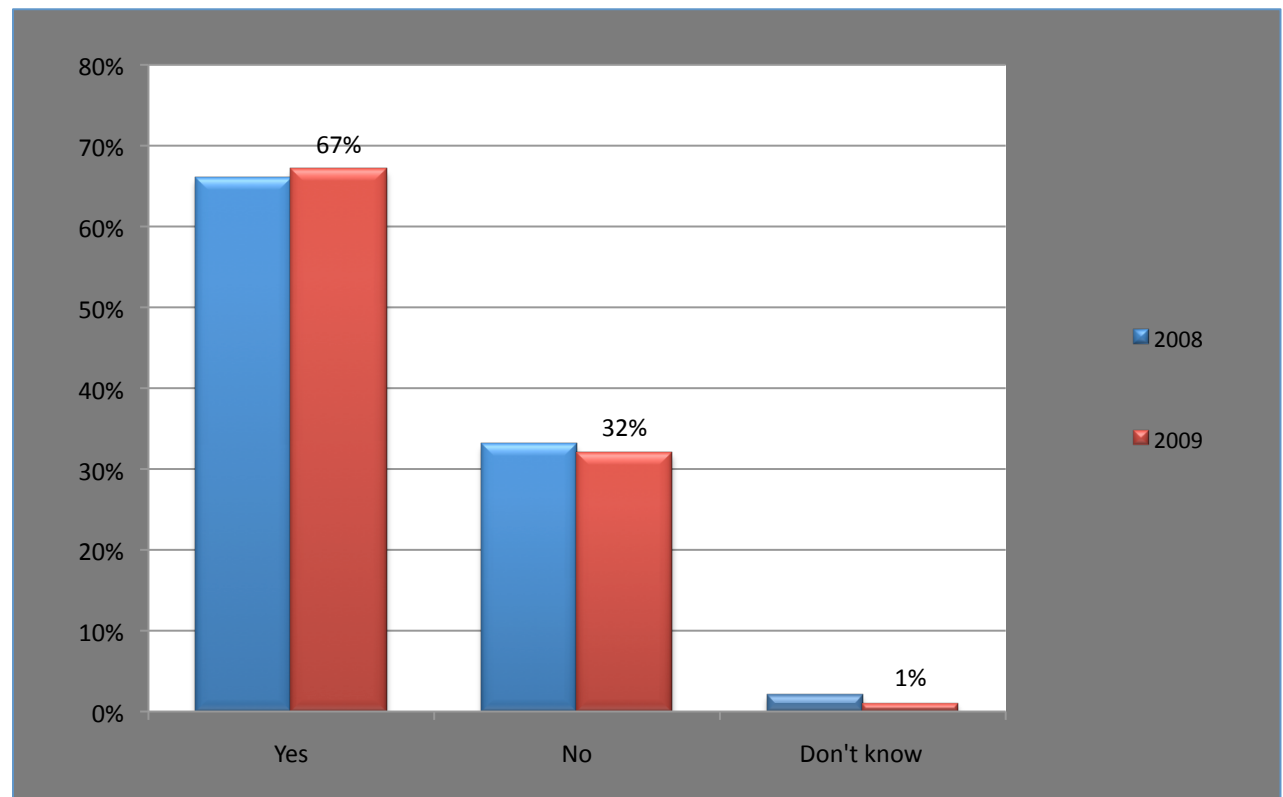
Question 37:

In the past
year have
you used the
City's
neighborhood dumpster
service?

DISCOVERY

RESEARCH GROUP

	2008	2009
Yes	66%	67%
No	33%	32%
Don't know	2%	1%

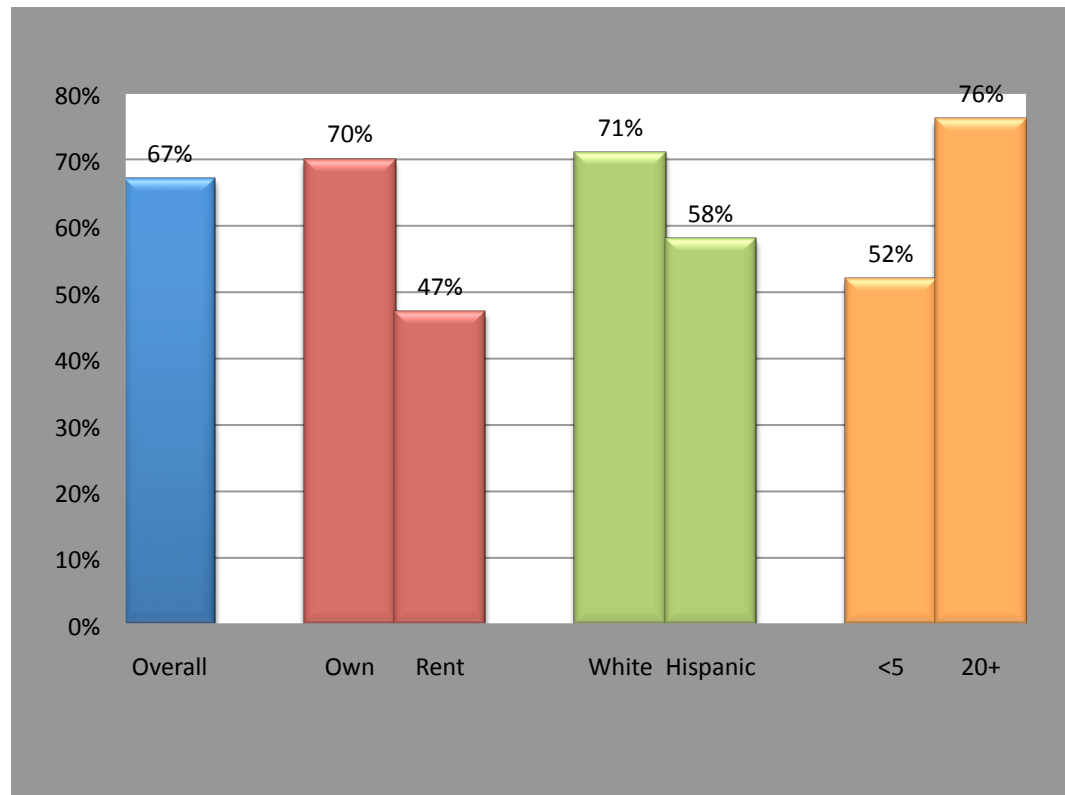


Question 38:

In the past
year have
you used the
City's
neighborhood
dumpster
service?

DISCOVERY RESEARCH GROUP

		Housing		Race/Ethnicity		Residence	
2009	Overall	Own	Rent	White	Hispanic	<5	20+
Dumpster	67%	70%	47%	71%	58%	52%	76%



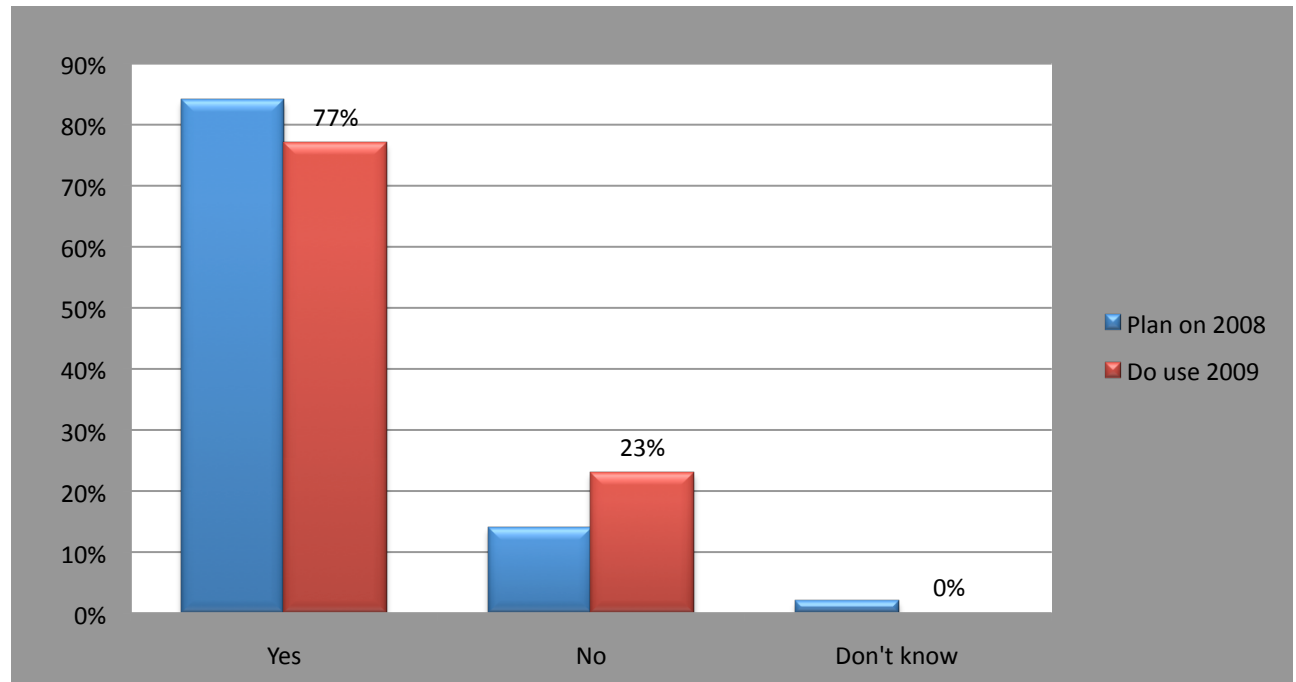
Question 38:

In the past
year have
you used
the City's
curbside
recycling
service?*

DISCOVERY

RESEARCH GROUP

	Plan on 2008	Do use 2009
Yes	84%	77%
No	14%	23%
Don't know	2%	0%



*2008 wording asked "Do you plan on using the City's new curbside recycling service?"

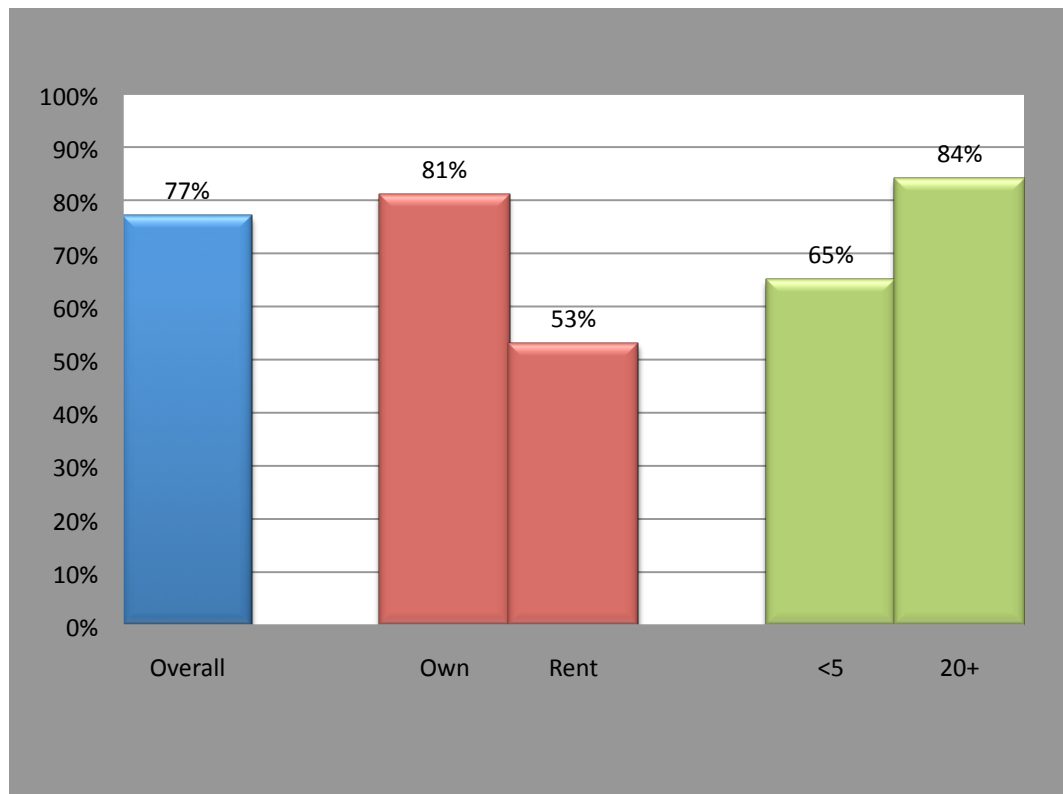
Question 38:

In the past
year have
you used the
City's
curbside
recycling
service?

DISCOVERY

RESEARCH GROUP

2009	Overall	Housing		Residence	
		Own	Rent	<5	20+
Recycling	77%	81%	53%	65%	84%

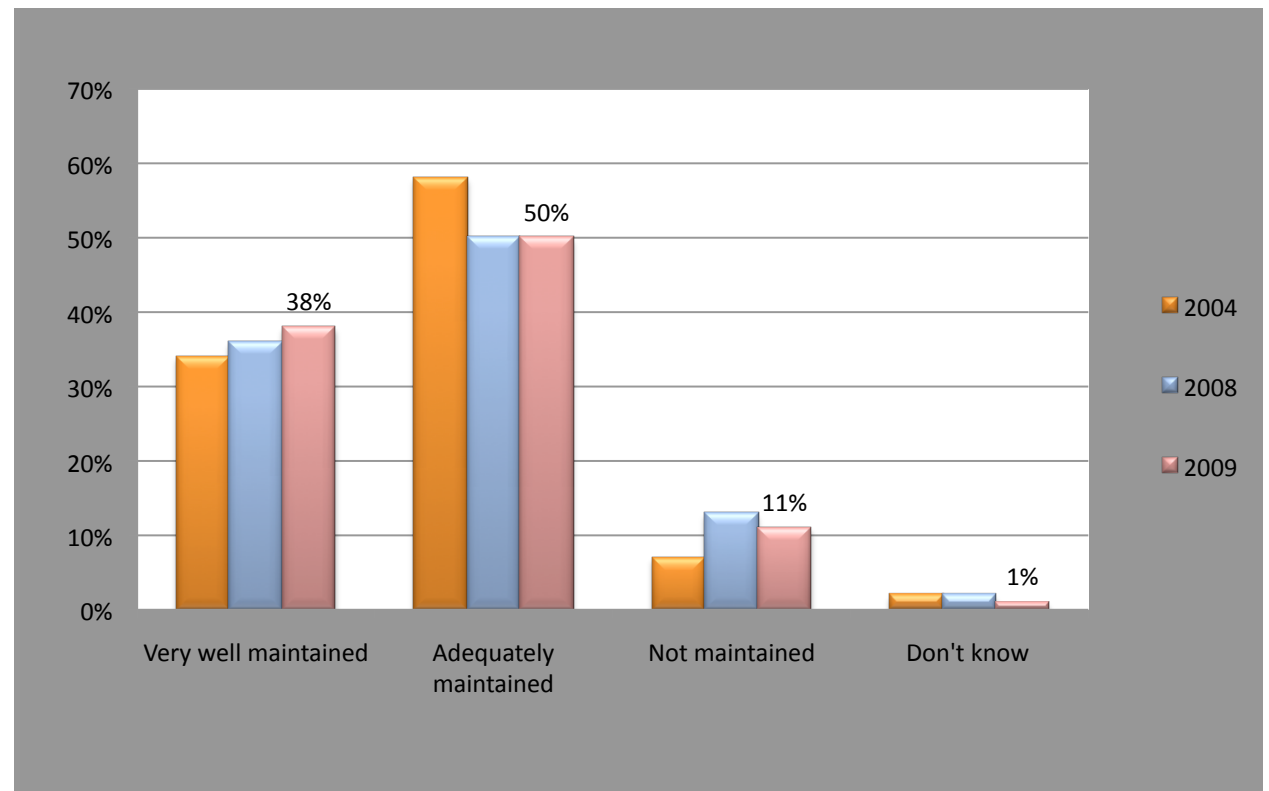


Question 39:

How well
maintained
are the
streets in
your
neighborhood
?

DISCOVERY RESEARCH GROUP

	1990	1993	1996	1998	2001	2004	2008	2009
Very well maintained	N/A	N/A	N/A	N/A	N/A	34%	36%	38%
Adequately maintained						58%	50%	50%
Not maintained						7%	13%	11%
Don't know						2%	2%	1%

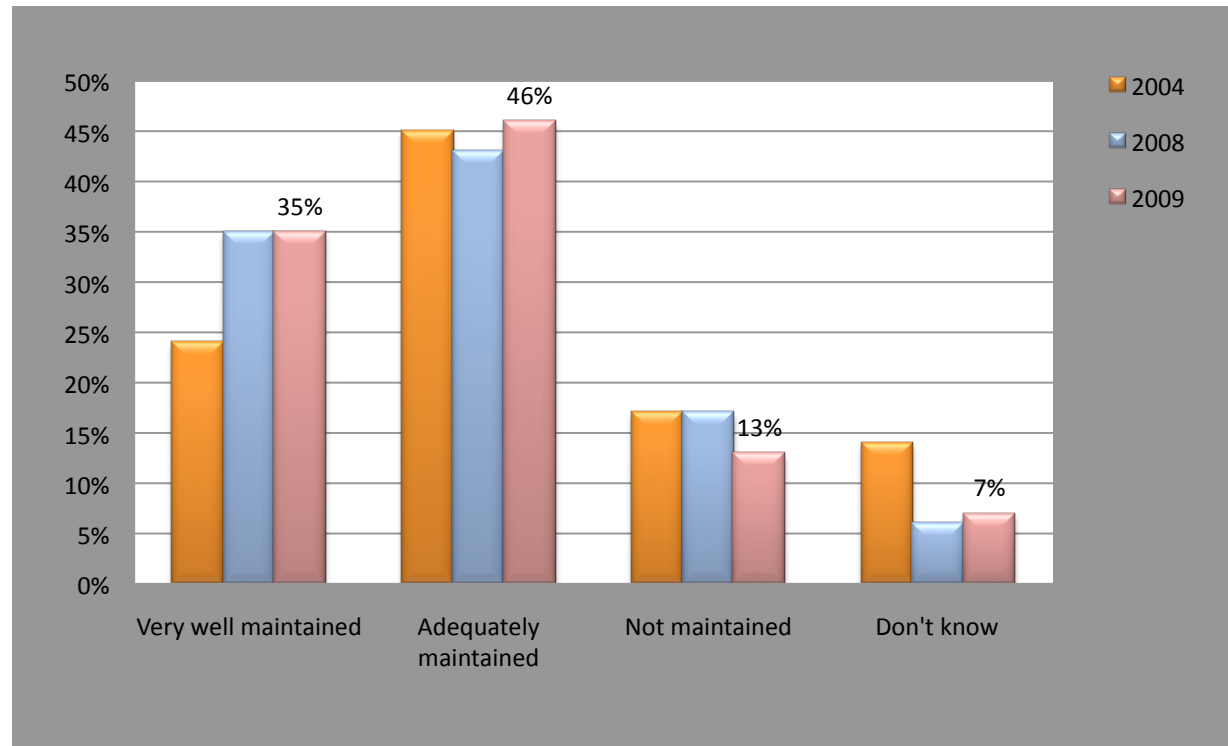


Question 40:

How well
maintained
are the
sidewalks in
your
neighborhood?

DISCOVERY RESEARCH GROUP

	1990	1993	1996	1998	2001	2004	2008	2009
Very well maintained	N/A	N/A	N/A	N/A	N/A	24%	35%	35%
Adequately maintained						45%	43%	46%
Not maintained						17%	17%	13%
Don't know						14%	6%	7%

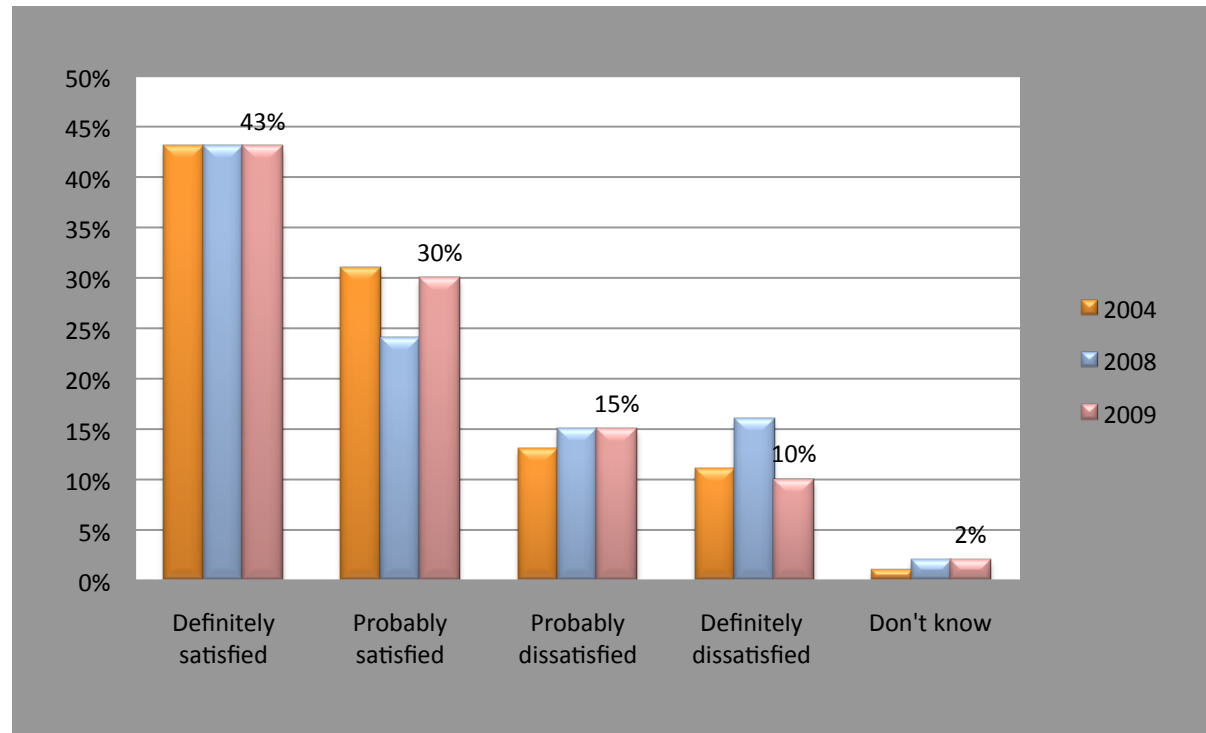


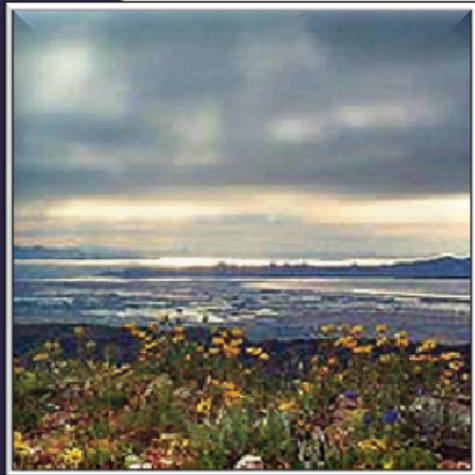
Question 41:

Do you feel
the street
lights in your
neighborhood
provide
adequate
lighting?

DISCOVERY RESEARCH GROUP

	1990	1993	1996	1998	2001	2004	2008	2009
Very satisfied	N/A	N/A	N/A	N/A	N/A	43%	43%	43%
Probably satisfied						31%	24%	30%
Probably dissatisfied						13%	15%	15%
Very dissatisfied						11%	16%	10%
Don't know						1%	2%	2%





DISCOVERY

R E S E A R C H G R O U P

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